Canon

Exif Print PictBridge

Photo Printer

PIXMA Pro9500 series

Quick Start Guide

QT50158V01

Getting Help from Canon

Help Us Help You Better

Before you contact Canon, please record the following information.

Serial Number (located on the inside of the product):____________________

Model Number (located on the top of the product):____________________

Setup CD-ROM number (located on the CD-ROM):____________________

Purchase Date:____________________

Customer Technical Support Sequence*

1. **Internet** — **www.canontechsupport.com**
   For quick and comprehensive self-help in an intuitively guided interactive troubleshooting environment, the place to start is our helpful tech support web site. In addition, the latest driver downloads, answers to frequently asked questions, product information, and "where to buy" instructions are found here.

2. **Email Tech Support** — **www.canontechsupport.com**
   For individual attention to a special issue, try emailing our friendly technical support representatives, specially trained to communicate quick, easy, and logical solutions to your inquiries within 24 hours.

3. **Toll-Free Live Tech Support** — **(1-800-828-4040)**
   This option provides live telephone technical support, free of service charges, Monday-Saturday (excluding holidays), during your product's 1 year limited warranty period. Telephone Device for the Deaf (TDD) support is available at (1-866-251-3752).

4. **Extended Service and Support** — **www.canonesp.com**
   Canon CarePAK Extended Service Plan is a cost-attractive and easy-to-use extended service program that provides up to three full years of service and support coverage at a very attractive price. CarePAK offers toll-free Canon technical support and includes Canon's superb InstantExchange product replacement program. For further information about extending your Canon service and support, call (1-800-385-2155), or visit our Web site at www.canonesp.com. CarePAK must be purchased during your product's warranty period.

   For more information and updated program specifics, please visit our web site at www.canontechsupport.com.

* Support program specifics are subject to change without notice.

Canon

PIXMA Pro9500 series

Photo Printer

Quick Start Guide

Disclaimer

Canon U.S.A., Inc. has reviewed this manual thoroughly in order that it will be an easy-to-use guide to your Canon PIXMA Pro9500 series Photo Printer. All statements, technical information and recommendations in this manual and in any guides or related documents are believed reliable, but the accuracy and completeness thereof are not guaranteed or warranted, and they are not intended to be, nor should they be understood to be, representation or warranties concerning the products described.

Specifications are subject to change without notice.

All information regarding non-Canon products was compiled from publicly available information. No representation is made regarding the accuracy thereof.

As an ENERGY STAR® Partner, Canon Inc. has determined that this product meets the ENERGY STAR® guidelines for energy efficiency.

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- Windows Vista is either a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries.
- Macintosh and Mac are trademarks of Apple Computer, Inc., registered in the U.S. and other countries.
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- Adobe, Adobe Photoshop and Adobe RGB(1998) are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.

Contents

Basic Printing

Note This *Quick Start Guide* describes some of the features of your printer and how to use them. For more information, view the Pro9500 series *User's Guide* on-screen manual, *Printer Driver Guide* on-screen manual, *Photo Application Guide* on-screen manual, and *Digital Photo Printing Guide* on-screen manual installed on your computer, or use the online help within your printer driver interface:

Windows

While in the printer's properties window, click [?] in the upper right corner. Then click the feature you want to know more about, or click the **Help** button when displayed.

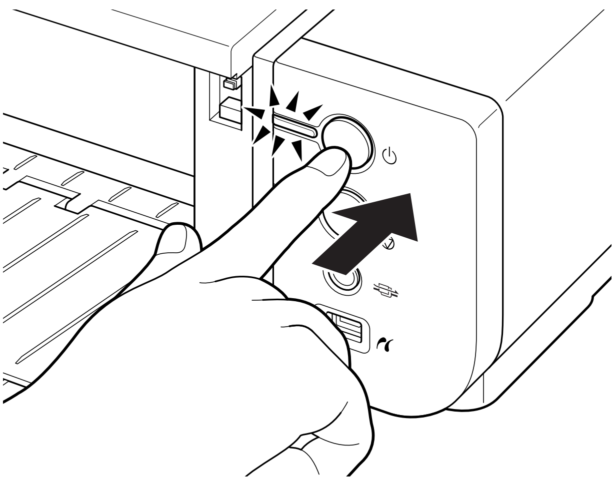
Macintosh

While in the **Page Setup** dialog box or **Print** dialog box, click (?) in the lower left corner.
Clicking (?) provides detailed information about each setting.
When the Help window appears, select your desired topic.

Turning on the Printer

1 **Press the POWER button.**

The **POWER** lamp flashes blue while the printer warms up and changes to steady (non-flashing) when the printer is ready.

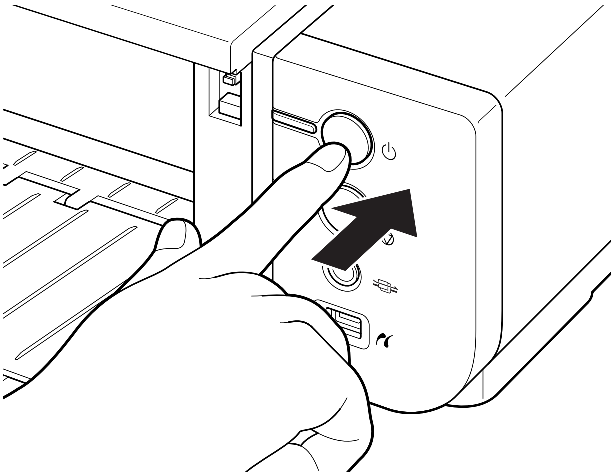


Important If the **ALARM** lamp begins flashing orange, refer to "**Handling Error Messages**" on page 77.

Turning off the Printer

1 **To turn off the printer, press the POWER button.**

When the **POWER** lamp stops blinking, the printer is turned off.



Important **About the Power Plug**

When removing the power plug after turing off the printer, be sure to check that the **POWER** lamp is not lit. If the power plug is removed from the wall outlet with the **POWER** lamp lit or blinking blue, the printer cannot protect its print heads and may be unable to print.

Loading Paper

This section describes how to load paper in the Auto Sheet Feeder and the Front Tray.

■ Using the Auto Sheet Feeder and the Front Tray

You can load paper in both the Auto Sheet Feeder and the Front Tray.

Loading paper in the Auto Sheet Feeder is easy, and is convenient if you frequently switch to and print on various sizes or types of paper.

Use the Front Tray to print on large size paper or to print on thick paper such as art paper.

* There are some kinds of paper, depending on their size or type, that can only be used in either the Auto Sheet Feeder or the Front Tray.
See "**Using Specialty Media**" on page 15.

■ Print Media to Avoid

Do not use the following types of paper. Using such paper will not only produce unsatisfactory results, but can also cause the printer to jam or malfunction.

- Folded, curled or wrinkled paper
- Damp paper
- Excessively thin paper

  Auto Sheet Feeder: Less than 64 gsm / 17 lb

  Front Tray: Less than 0.1 mm / 4 mil
- Excessively thick paper

  Auto Sheet Feeder: More than 105 gsm / 28 lb (plain paper except for supported Canon genuine media)

  * However, you can use art paper that is not produced by Canon that is up to 200 gsm / 53 lb.
  See "Non-Canon Genuine Specialty Paper" in the *User's Guide* on-screen manual.

  Front Tray: More than 1.2 mm / 47 mil
- Picture postcards
- Postcards affixed with photos or stickers
- Envelopes
- Any type of paper with holes
- Paper that is not rectangular
- Paper bound with staples or glue etc.
- Paper coated with adhesive
- Paper decorated with glitter etc.
- The following Canon genuine papers:
  High Resolution Paper, Glossy Photo Paper, Photo Paper Glossy, Photo Paper Plus Double Sided, Photo Paper Pro, Transparencies, and T-Shirt Transfers

■ Handling Paper

- Be careful not to rub or scratch the surfaces of any types of paper when handling.
- Hold the paper as closely as possible to its edges and try not to touch the printing surface. The print quality may be degraded if the printing surface is smudged with sweat or oil that comes from your hands.
- Do not touch the printed surface until the ink has fully dried. Even when the ink has fully dried, be careful not to touch the printed surface as much as possible when handling. Due to the nature of the pigment ink, the ink on the printed surface may be removed when being rubbed or scratched.

■ Loading Paper in the Auto Sheet Feeder

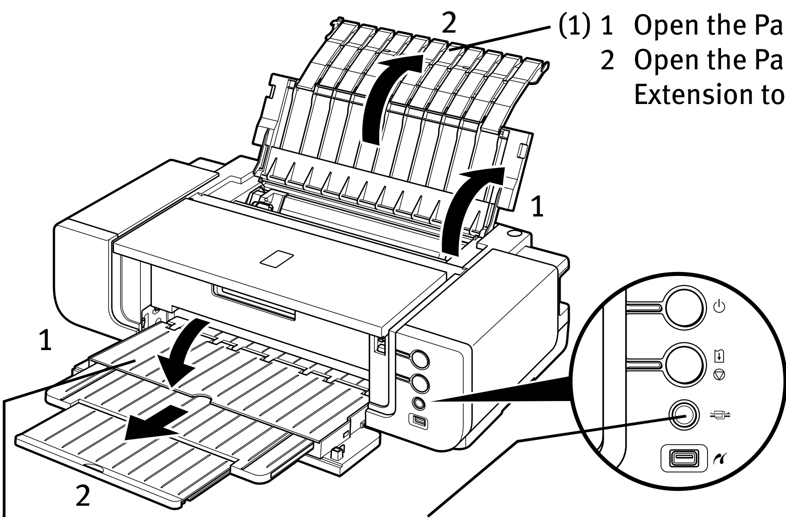
Note For detailed information on the Canon genuine media for use with its various printers, refer to "Using Specialty Media" on page 15, or "Printing Media" in the *User's Guide* on-screen manual.

1 **Flatten the four corners of the paper before loading it.**

Note

- Before loading paper, be sure to flatten its four corners. Otherwise, the paper may jam.
- When paper is curled, gently bend it in the opposite direction of the curl (without curling the reverse side) and then load the paper. For details on how to flatten paper curl, refer to "Media is curled" on page 72.
- When using Photo Paper Plus Semi-gloss, even if the sheet is curled, load one sheet at a time as it is. If you roll up this paper to flatten, this may cause cracks on the surface of the paper and reduce the print quality.
- To prevent paper from being curled, we recommend handling it in the following ways:
  - Put unused paper back into the package, and store them horizontally.
  - Remove only as many sheets from the package as you need right before printing.

2 Prepare to load paper.



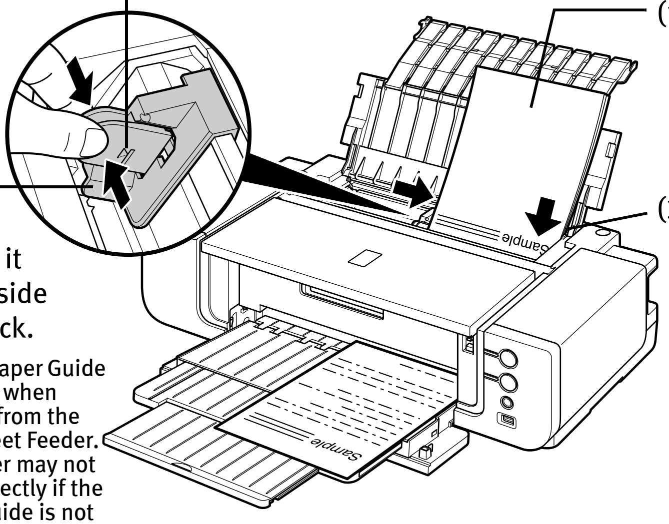
(1) 1 Open the Paper Support.
2 Open the Paper Support Extension to support the paper.

(2) 1 Gently press the ◎ ◎ ◎ mark on the Front Tray.
2 Pull out the Front Tray Extension completely.

(3) Ensure that the **FRONT FEED** button is not lit. If the **FRONT FEED** button is lit or flashing, set the Front Tray to its normal printing position. See "Returning the Front Tray to Its Normal Printing Position" on page 14.

3 Load the paper.

Load Limit Mark
Do not load beyond this Load Limit Mark.



(1) Load the paper into the Auto Sheet Feeder with the print side facing UP.

(2) Align the paper stack with the right edge of the Auto Sheet Feeder.

(3) Pinch the Paper Guide and slide it against the left side of the paper stack.

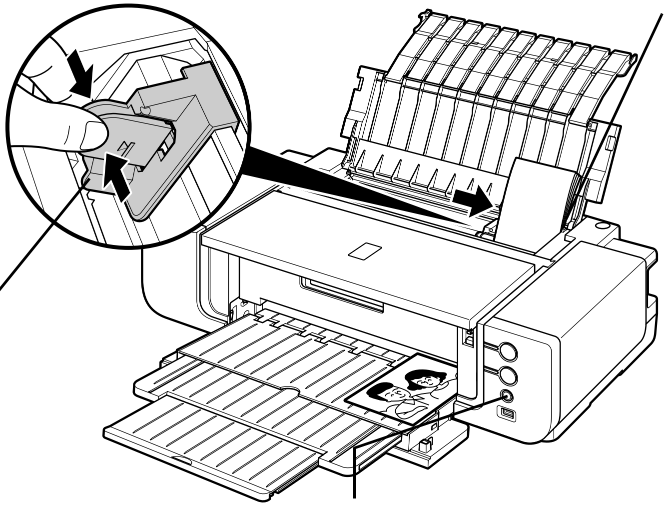
Important Set the Paper Guide correctly when printing from the Auto Sheet Feeder. The paper may not feed correctly if the Paper Guide is not set correctly.

Note

- The following paper can be used in the Auto Sheet Feeder.
  Paper Size
  Standard paper: From 4" x 6" / 101.6 x 152.4 mm to A3+ (13" x 19") size (329.0 x 483.0 mm / 13 x 19 inches)
  Non-standard paper: From 89.0 x 120.0 mm / 3.50 x 4.72 inches to 329.0 x 584.2 mm / 12.95 x 23 inches
  Weight
  From 64 gsm / 17 lb to 105 gsm / 28 lb (plain paper except for supported Canon genuine media)
  *You can use art paper that is not produced by Canon that is up to 200 gsm / 53 lb.
  Do not use heavier or lighter paper (except for supported Canon genuine media), as it could jam in the printer.
  See "Non-Canon Genuine Specialty Paper" of the *User's Guide* on-screen manual.
- When printing on plain paper (64 gsm / 17 lb), load up to 150 sheets in the Auto Sheet Feeder.
  However, the paper may not feed correctly depending on the type of paper and the environment (high temperature / high humidity / low temperature / low humidity). If this happens, reduce the number of sheets of paper by about half (approximately 5 mm / 0.2 inches).
- When printing on art paper that is not produced by Canon that is up to 200 gsm / 53 lb, load one sheet at a time.
- When printing on plain paper, do not stack more than 50 sheets in the Front Tray.
- Do not touch the printed surfaces until the ink dries. For specific drying times, refer to the instructions packaged with your media.

■ Loading 4" x 6" or 5" x 7"-Sized Paper in the Auto Sheet Feeder

Important If you cut plain paper to 4" x 6" / 101.6 x 152.4 mm, 5" x 7" / 127.0 x 177.8 mm for a trial print, it can cause paper jams.



(1) Load the paper and align it with the right edge of the Auto Sheet Feeder with the print side facing UP.

Note

- Load the paper lengthways regardless of the direction of the document.
- You can load up to 20 sheets of 4" x 6"-sized paper; 10 sheets of 5" x 7"-sized paper.

(2) Pinch the Paper Guide and slide it against the left side of the paper stack.

(3) Ensure that the **FRONT FEED** button is not lit.
If the **FRONT FEED** button is lit or flashing, set the Front Tray to its normal printing position.
See "**Returning the Front Tray to Its Normal Printing Position**" on page 14.

(4) Select **4 x 6 in 101.6 x 152.4 mm** or **5 x 7 in 127.0 x 177.8 mm** from **Page Size** in the printer driver.
For a detailed description of the printer driver settings, refer to "**Printing with Windows**" on page 18, or "**Printing with Macintosh**" on page 21.

Important Always load paper in portrait orientation. Loading paper in landscape orientation can cause the paper to be jammed.



Note We recommend using Canon genuine photo media when printing photographs.
See "**Using Specialty Media**" on page 15.

■ Loading Paper in the Front Tray

FRONT FEED Button

You can check the printer status by **FRONT FEED** button indication.

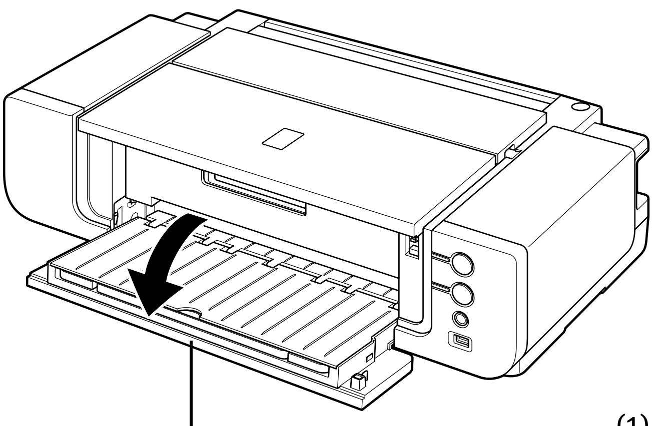
The **FRONT FEED** button flashes quickly (two flashes at a time) when preparations for loading the paper in the Front Tray are finished. Load the paper in the Front Tray correctly.
The **FRONT FEED** button flashes slowly (one long flash at a time) when preparations to start printing from the Front Tray are complete. Start printing from the Front Tray.
The **FRONT FEED** button is unlit when the Front Tray is in its normal printing position.
The **FRONT FEED** button lights when the Front Tray is in the Front Paper Feeding Position.

Important When loading paper in the Front Tray, the paper sticks out from the back of the printer. Keep a space of 40 cm / 15.7 inches for this purpose behind the printer.

There are wheels on the back corners of the printer. Lift up the front of the printer to move it back and forth.

Note For detailed information on the Canon genuine media for use with its various printers, refer to “**Using Specialty Media**” on page 15, or “Printing Media” in the *User’s Guide* on-screen manual.

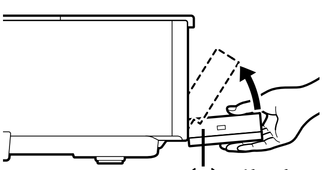
1 **Open the Front Tray.**



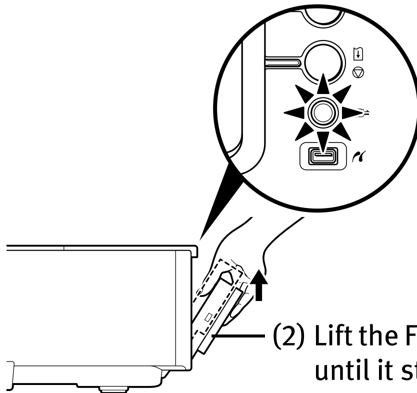
(1) Gently press the ◎ ◎ ◎ mark on the Front Tray.

2 Set the Front Tray in the Front Paper Feeding Position.

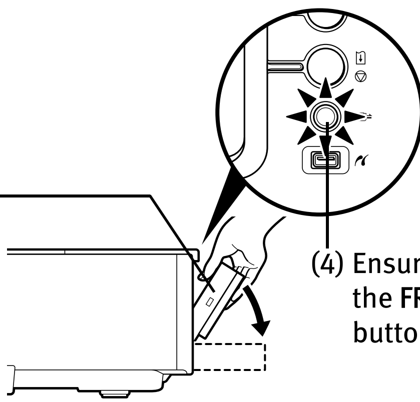
Side view of the printer



(1) Tilt the Front Tray upward.



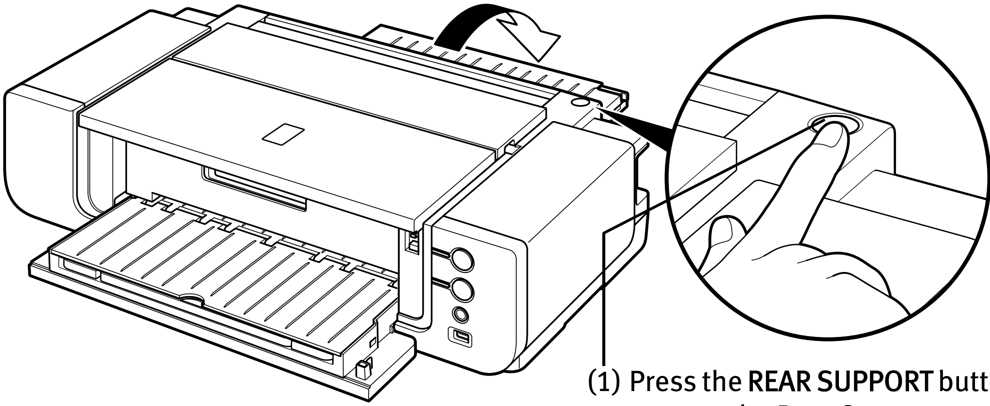
(2) Lift the Front Tray until it stops. The **FRONT FEED** button lights.



(3) While keeping the Front Tray lifted, tilt the Front Tray forward to set it in the Front Paper Feeding Position.

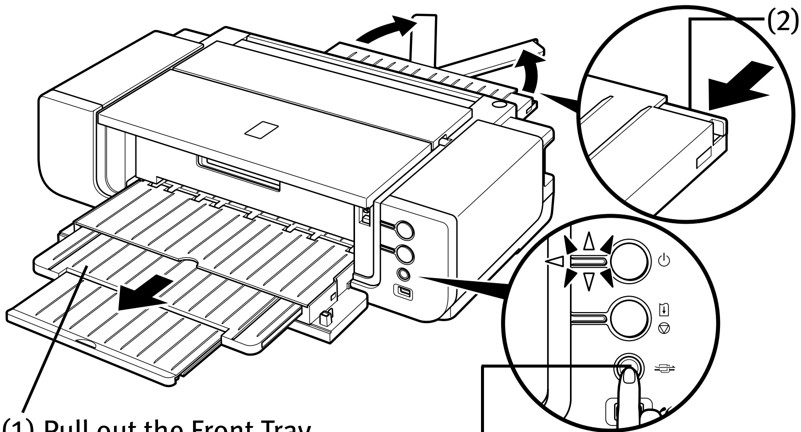
(4) Ensure that the **FRONT FEED** button is lit.

3 Open the Rear Support.



(1) Press the **REAR SUPPORT** button to open the Rear Support.

4 Prepare to load paper.



(1) Pull out the Front Tray Extension completely.

(2) Press the right corner of the Rear Support to open the Rear Support Extension.

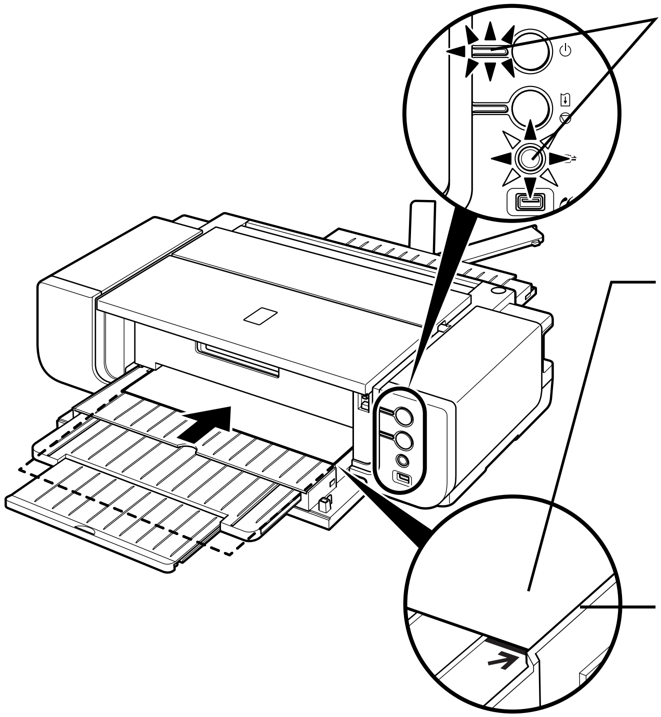
Note

When loading paper that is Letter size or smaller, this procedure is not necessary.

(3) Press the **FRONT FEED** button.
The printer starts making operating noises and then the **POWER** lamp flashes for about 20 seconds.

Important Do not load paper when the **POWER** lamp is flashing. Otherwise, the paper or the printer may be damaged.

5 Load the paper.



(1) Ensure that the **POWER** lamp is lit and the **FRONT FEED** button is flashing quickly.
If the **POWER** lamp is flashing blue, wait until it stops flashing.

(2) Load the paper straight into the Front Tray with the print side facing UP. Align the front edge of the paper with the mark on the Front Tray. When printing from the Front Tray, load one sheet in the Front Tray at a time.

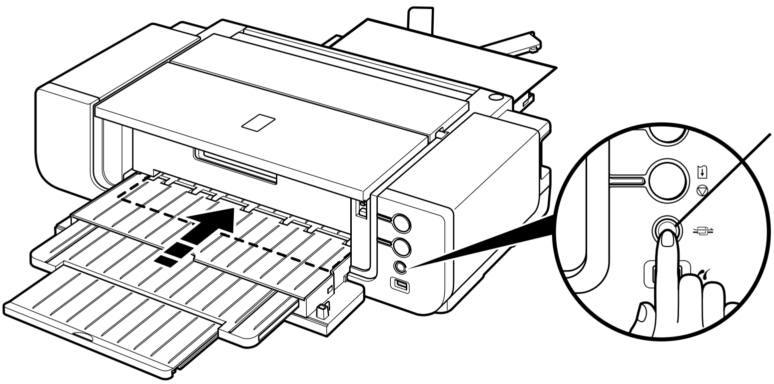
Align the right edge of the paper against the right side of the Front Tray.

Important If the printer is not used for 5 minutes or more while it is as described in (1) above, then the **FRONT FEED** button stops flashing and stays lit and you cannot set the paper. If this happens, return to (3) in step 4.

Note

- When paper is curled, gently bend it in the opposite direction of the curl (without curling the reverse side) and then load the paper. For details on how to flatten paper curl, refer to "**Media is curled**" on page 72.
- When using Photo Paper Plus Semi-gloss, even if the sheet is curled, load one sheet at a time as it is. If you roll up this paper to flatten, this may cause cracks on the surface of the paper and reduce the print quality.
- To prevent paper from being curled, we recommend handling it in the following ways:
  - Put unused paper back into the package, and store them horizontally.
  - Remove only as many sheets from the package as you need right before printing.
- For details on how to load the paper, refer to the appropriate section in "Printing Media" in the *User's Guide* on-screen manual.

6 Prepare to start printing.



(1) Press the **FRONT FEED** button. The paper feeds into the printer automatically and the **FRONT FEED** button flashes slowly.

Printing preparations are complete. Start printing.

Note

- The following paper can be used in the Front Tray.
  Paper Size
  Standard paper: From 4" x 6" / 101.6 x 152.4 mm to 14" x 17" / 355.6 x 431.8 mm
  Non-standard paper: From 100.0 x 148.0 mm / 3.94 x 5.83 inches to 355.6 x 584.2 mm / 14 x 23 inches
  Thickness
  From 0.1 mm / 4 mil to 1.2 mm / 47 mil
  Do not use paper thicker than this, as it could jam in the printer.
- When printing on other than 14" x 17" / 355.6 x 431.8 mm paper from a PictBridge compliant device, load paper in the Auto Sheet Feeder. For details on paper that can be used for a PictBridge compliant device, refer to “**About PictBridge Print Settings**” on page 28.

To Print Continuously

- To print from the Front Tray again, return to (3) in step 4 and load paper in the Front Tray. Then start printing.

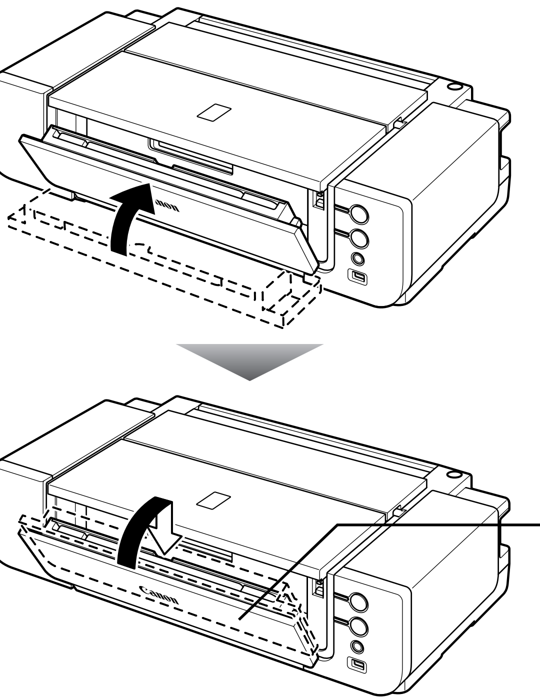
■ Returning the Front Tray to Its Normal Printing Position

When using the Auto Sheet Feeder, set the Front Tray to its normal printing position.

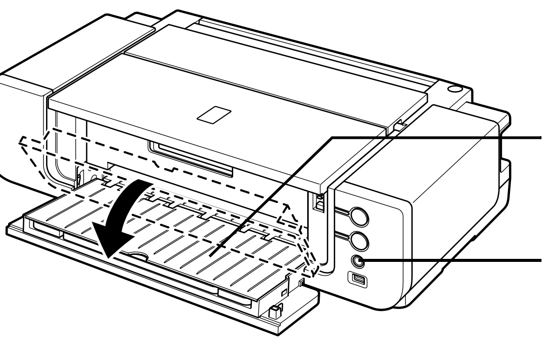
Important

- Be sure to follow the procedure below when returning the Front Tray to its normal printing position. Otherwise, the printer may be damaged.
- When the Front Tray is set to the Front Paper Feeding Position, printing by using the Auto Sheet Feeder is not possible. Be sure to set it to its normal printing position.

1 **Hold the Front Tray and slowly tilt it like you are closing it.**



2 **Open the Front Tray.**



Using Specialty Media

Canon recommends that you use Canon genuine media to ensure optimal print quality.

■ Photo Quality Media

- Matte Photo Paper
- Photo Paper Plus Glossy
- Photo Paper Plus Glossy II
- Photo Paper Plus Semi-gloss
- Fine Art Paper “Museum Etching”
- Fine Art Paper “Photo Rag™”
- Fine Art Paper Premium Matte
- Photo Stickers



■ Media Suited for Business Documents

- Super White Paper



■ Canon Genuine Media

Media Type	Paper Support Load Limit		Printer Driver Setting for Media Type
	Auto Sheet Feeder	Front Tray	
Super White Paper	Up to 100 sheets	1 sheet	Plain Paper
Matte Photo Paper	13" x 19": 1 sheet Letter: up to 10 sheets 4" x 6": up to 20 sheets	13" x 19": 1 sheet Letter: 1 sheet 4" x 6": 1 sheet	Matte Photo Paper
Photo Paper Plus Glossy	13" x 19": 1 sheet Letter: up to 10 sheets*1 5" x 7": up to 10 sheets*1 4" x 6": up to 20 sheets*1	13" x 19": 1 sheet Letter: 1 sheet 5" x 7": 1 sheet 4" x 6": 1 sheet	Photo Paper Plus Glossy

Media Type	Paper Support Load Limit		Printer Driver Setting for Media Type
	Auto Sheet Feeder	Front Tray	
Photo Paper Plus Glossy II	13" x 19": 1 sheet 8" x 10": up to 10 sheets*1*6 Letter: up to 10 sheets*1*6 5" x 7": up to 10 sheets*1*6 4" x 6": up to 20 sheets*1*6	13" x 19": 1 sheet 8" x 10": 1 sheet Letter: 1 sheet 5" x 7": 1 sheet 4" x 6": 1 sheet	Photo Paper Plus Glossy II
Photo Paper Plus Semi-gloss	13" x 19": 1 sheet 8" x 10": up to 10 sheets*1 Letter: up to 10 sheets*1 4" x 6": up to 20 sheets*1	13" x 19": 1 sheet 8" x 10": 1 sheet Letter: 1 sheet 4" x 6": 1 sheet	Photo Paper Plus Semi-gloss
Fine Art Paper "Museum Etching"*4*5	Not loadable*3	13" x 19": 1 sheet Letter: 1 sheet	Fine Art Museum Etching
Fine Art Paper "Photo Rag"*4*5	13" x 19": 1 sheet Letter: 1 sheet	13" x 19": 1 sheet Letter: 1 sheet	Fine Art Photo Rag
Fine Art Paper Premium Matte*5	Not loadable*3	13" x 19": 1 sheet Letter: 1 sheet	Fine Art Premium Matte
Photo Stickers*2	1 sheet	1 sheet	Photo Paper Plus Glossy

*1 When loading a stack of paper, the printed side may be marked when it is fed in. If this happens, load paper one sheet at a time.

*2 You can specify the print setting easily by using the Easy-PhotoPrint provided with the *Setup CD-ROM*.

*3 Feeding from the Auto Sheet Feeder can damage the printer. Always load in the Front Tray.

*4 Canon genuine media is produced and stored to get optimum printing quality. We recommend using Canon genuine media.

*5 If you are using this paper, you cannot print in a 35 mm / 1.38 inches margin on the top and bottom edges.
If you choose a paper size which says "Art XX [Margin 35 mm]" in the printer driver, a limit is set to prevent printing in a 35 mm / 1.38 inches margin on the top and bottom edges of the paper.
We recommend checking the area being printed in the preview screen before printing.
Refer to the *Printer Driver Guide* on-screen manual.

*6 Load one sheet at a time if the paper cannot be fed correctly.

Important The following Canon genuine papers cannot be used:
High Resolution Paper, Glossy Photo Paper, Photo Paper Glossy, Photo Paper Plus Double Sided, Photo Paper Pro, Transparencies, and T-Shirt Transfers

Note

- When using plain paper (64 gsm or 17 lb), up to 150 sheets (13 mm or 0.52 inches in height) can be loaded in the Auto Sheet Feeder. Select **Plain Paper** from **Media Type** in the printer driver.
- For a detailed description of printing media types, refer to the *User's Guide* on-screen manual.

Windows

Printing with Windows

Note

- Depending on your application program, operations may differ. For details, refer to the instruction manual of your application.
- The steps described in this section are for printing in Windows® XP Service Pack 2 (hereafter, called Windows XP SP2).
- You can use Easy-PhotoPrint or Easy-PhotoPrint Pro to easily do print operations when printing photographs. Easy-PhotoPrint and Easy-PhotoPrint Pro are provided on the *Setup CD-ROM*. For details on how to use Easy-PhotoPrint and Easy-PhotoPrint Pro, refer to the *Photo Application Guide* on-screen manual.

1 Turn on the printer.

See “Turning on the Printer” on page 2.

2 Load the paper in the printer.

See “Loading Paper in the Auto Sheet Feeder” on page 5 or “Loading Paper in the Front Tray” on page 9.

3 Create a document or open a file to print.

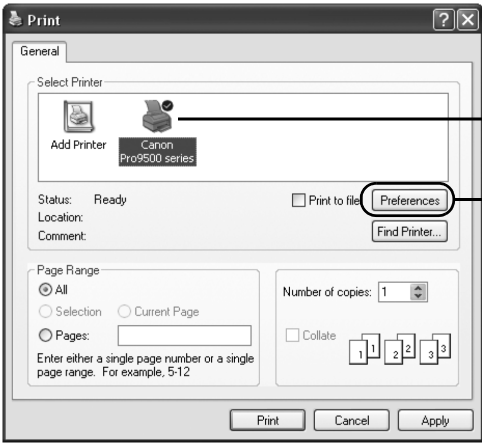
Note

When printing in grayscale, depending on an image, the printing troubles may occur on the top and/or bottom edges of the paper such as uneven coloration or white streaks. In this case, we recommend printing with the top and bottom margins of the paper set to more than 45 mm / 1.77 inches using the Easy-PhotoPrint Pro provided on the *Setup CD-ROM* or your page layout software.

When using a page layout software or the like, prepare paper whose longer side is at least 90 mm / 3.54 inches longer than the length of the image, then print it with the top and bottom margins set to more than 45 mm / 1.77 inches. For details on how to use the Easy-PhotoPrint Pro, refer to the *Photo Application Guide* on-screen manual.

4 Open the printer properties dialog box.

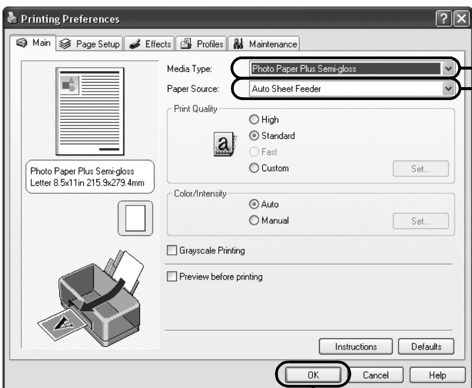
(1) Select **Print** from the application software's **File** menu.
The **Print** dialog box opens.



(2) Ensure that your printer is selected.

(3) Click **Preferences** or **Properties.**

5 Specify the required settings.



(1) Click **Media Type** to select the type of media loaded in the printer.

Note When printing on plain paper, change the **Media Type** setting to **Plain Paper.** The setting for printing on photo paper is set by default.

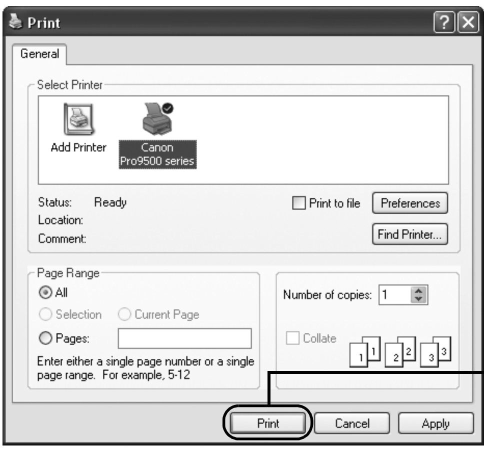
(2) Ensure that **Paper Source** is set to the position in which you loaded the paper in step 2.

(3) Click **OK.**

Note

- From the **Page Setup** tab, select the correct document size to be printed. If the size is different from that set in the application, then you need to set it to the same size or use **Scaled Printing** or **Fit-to-Page Printing**. Refer to the *Printer Driver Guide* on-screen manual.
- To adjust the **Print Quality** settings, select **Custom** and click **Set** on the **Main** tab. You can control the print quality in the **Custom** dialog box.
- For details about other printer driver functions, click **Help** or **Instructions** to view the Help or *Printer Driver Guide* on-screen manual. **Instructions** is displayed on the **Main** and **Maintenance** tabs only. If the On-screen Manual is not installed, **Instructions** is not displayed.
- Selecting the **Preview before printing** check box displays a preview screen that allows you to confirm the selected printing effects and how your document will look when printed. Some applications do not have a preview function.

6 Print the document.



(1) Click **Print** or **OK**.
Do not open the Top Cover while printing.

Note You can cancel a print job in progress by simply pressing the **RESUME/CANCEL** button on the printer.
See "**Canceling Printing**" on page 25.

Macintosh

Printing with Macintosh

Note

- Depending on your application program, operations may differ. For details, refer to the instruction manual of your application.
- The steps described in this section are for printing in Mac® OS X v.10.4.x (hereafter called Macintosh®).
- You can use Easy-PhotoPrint or Easy-PhotoPrint Pro to easily do print operations when printing photographs. Easy-PhotoPrint and Easy-PhotoPrint Pro are provided on the *Setup CD-ROM*. For details on how to use Easy-PhotoPrint and Easy-PhotoPrint Pro, refer to the *Photo Application Guide* on-screen manual.

1 Turn on the printer.

See "Turning on the Printer" on page 2.

2 Load the paper on the printer.

See "Loading Paper in the Auto Sheet Feeder" on page 5 or "Loading Paper in the Front Tray" on page 9.

3 Create a document or open a file to print.

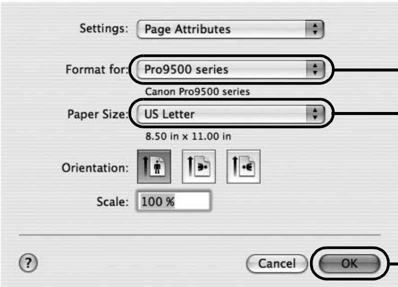
Note

When printing in grayscale, depending on an image, the printing troubles may occur on the top and/or bottom edges of the paper such as uneven coloration or white streaks. In this case, we recommend printing with the top and bottom margins of the paper set to more than 45 mm / 1.77 inches using the Easy-PhotoPrint Pro provided on the *Setup CD-ROM* or your page layout software.

When using a page layout software or the like, prepare paper whose longer side is at least 90 mm / 3.54 inches longer than the length of the image, then print it with the top and bottom margins set to more than 45 mm / 1.77 inches. For details on how to use the Easy-PhotoPrint Pro, refer to the *Photo Application Guide* on-screen manual.

4 Select Paper Size.

(1) Select **Page Setup** from the application software's **File** menu.
The **Page Setup** dialog box opens.



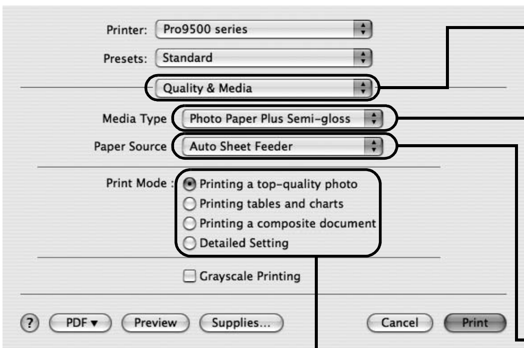
(2) Confirm that **Pro9500 series** is selected in **Format for**.

(3) Select the desired paper size from **Paper Size**.

(4) Click **OK**.

5 Specify the required settings.

(1) Select **Print** from the application software's **File** menu.
The **Print** dialog box opens.



(2) Select **Quality & Media** from the pop-up menu.

(3) Select the desired media type from **Media Type**.

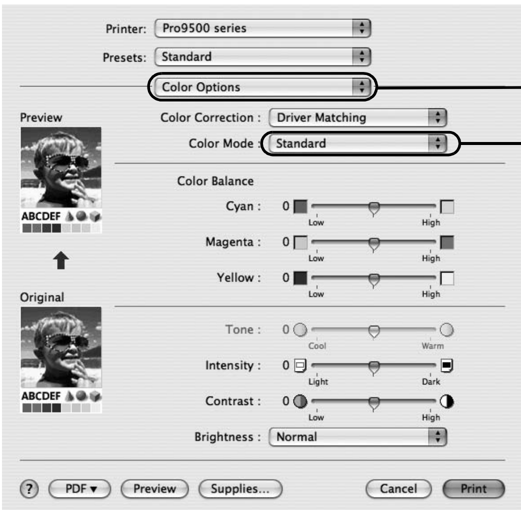
Note When printing on plain paper, change the **Media Type** setting to **Plain Paper**. The setting for printing on photo paper is set by default.

(4) Ensure that **Paper Source** is set to the position in which you loaded the paper in step 2.

(5) Select the print mode appropriate to your document from **Print Mode**.

Note When you select the print mode appropriate to your document from **Print Mode,** the document will be printed in color and at a print quality suited to the characteristics of the **Media Type** you have selected.

- **Printing a top-quality photo:** Select when printing documents consisting mainly of photographs and graphics featuring fine color gradation.
- **Printing tables and charts:** Select when printing documents consisting mainly of graphs and graphics (illustrations) with strong color definition.
- **Printing a composite document:** Select when printing documents consisting mainly of text.
- **Detailed Setting:** Select to fine-tune the **Print Quality** and **Halftoning** settings.



(6) Select **Color Options** from the pop-up menu.

(7) Select the type of the document from **Color Mode.**

Note

- For details about the printer driver, refer to the *Printer Driver Guide* on-screen manual.
- To view the *Printer Driver Guide* on-screen manual, click ? on any **Print** dialog box that has a **Quality & Media, Color Options, Special Effects, Borderless Printing,** or **Margin** selected from the pop-up menu. If the On-screen Manual is not installed, the *Printer Driver Guide* on-screen manual is not displayed even if ? is clicked.
- Clicking the **Preview** button displays a preview screen that allows you to confirm the selected printing effects and how your document will look when printed. Some applications do not have a preview function.

6 Print the document.

(1) Click **Print**.
Do not open the Top Cover while printing.

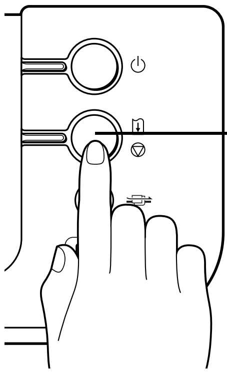
Note You can cancel a print job while printing.
See "Canceling Printing" on page 25.

Canceling Printing

Windows

You can cancel a print job while printing, with the **RESUME/CANCEL** button on the printer.

1 Press the RESUME/CANCEL button while printing.



(1) Press the **RESUME/CANCEL** button.

Printing is canceled and paper is fed out.

Note You can also cancel a print job by clicking **Cancel Printing** on the **Canon IJ Status Monitor**. To display the **Canon IJ Status Monitor**, click **Canon Pro9500 series** on the taskbar.

Macintosh

1 Click the printer's icon in the Dock and display the list of print jobs in progress.

If you are using Mac OS X v.10.2.8, click on the printer icon in the Dock to start up the **Print Center** and double-click on the name of your printer in the **Printer List** to open a list of print jobs in progress.

2 Select an undesired document and click the Delete icon.

The print job is deleted.

Note To temporarily stop a job in progress, click **Hold**. To cancel all the jobs in the list, click **Stop Jobs**.

Advanced Printing

Printing Photographs Directly from a PictBridge Compliant Device

Connecting a PictBridge compliant device such as a digital camera, camcorder or mobile phone to the printer allows you to print recorded images directly without using a computer.

Note PictBridge is an industry standard enabling a range of digital photo solutions, including the Direct Printing of photos from a digital camera, camcorder or mobile phone* without the need to use a computer. A device can be connected to this printer for direct printing regardless of the manufacturer or the model as long as it complies with the PictBridge standard.

* Hereafter, the PictBridge compliant digital camera, digital camcorder, or camera-equipped mobile phone are collectively called a PictBridge compliant device.

A device with this mark is PictBridge-compatible.

■ Connecting a PictBridge Compliant Device

To connect a PictBridge compliant device to this printer, use a USB cable recommended by the device's manufacturer.

Caution Do not connect any equipment other than PictBridge compliant devices to the Direct Print Port of the printer. If you do so, electric shock, fire, or damage to the device could result.

Note

- When printing photos with the digital device connected to the printer, it is advisable to use the AC adapter supplied with the device. If you use the device battery, be sure to charge it fully.
- Never disconnect the USB cable during printing unless when explicitly allowed to by the PictBridge compliant device.
  When disconnecting the USB cable between the PictBridge compliant device and printer, follow the instructions given in the device's instruction manual.

1 **Turn on the printer and load the paper in the Auto Sheet Feeder.**

See "Turning on the Printer" on page 2 and "Loading Paper in the Auto Sheet Feeder" on page 5.

Note When printing on 14" x 17" / 355.6 x 431.8 mm paper, load paper in the Front Tray.

See "Loading Paper in the Front Tray" on page 9.

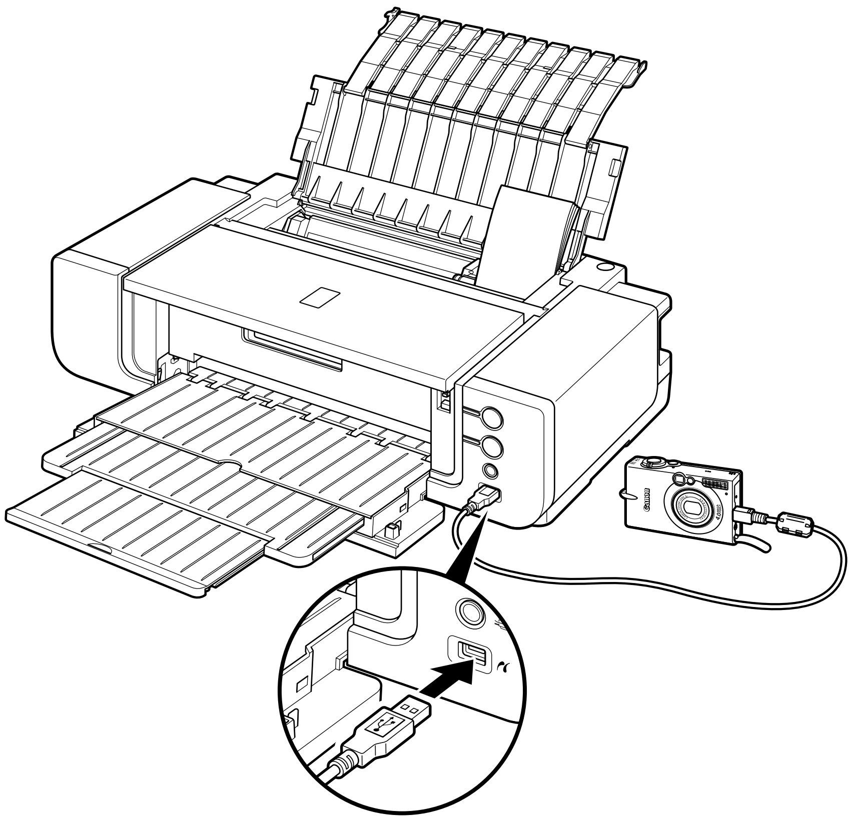
2 Connect the PictBridge compliant device to the printer.

Note Depending on the model or brand of your PictBridge compliant device, you may have to select a print mode of producing photos before connecting the device.
You may also have to turn on the device or select Play mode manually after connecting the device to the printer.
Perform necessary operations according to the instruction manual supplied with your device.

(1) Make sure the device is turned off.

(2) Connect the device to the printer using a USB cable recommended by the manufacturer of the device.

The PictBridge compliant devices turn on automatically, when connected to the printer. For a device not turns on automatically, turn it on manually.



(3) Set up the device for Direct Printing.

When the connection between the device and printer has been established, the **POWER** lamp on the printer flashes twice.

* The power-on sequence may differ depending on the model or brand of the device.

will appear on the LCD display of the device when the printer is correctly connected.

3 **Specify the print settings such as paper type and layout.**

You can make settings using the menu on the LCD of your PictBridge compliant device. Select the size and type of paper that you loaded in the printer.
If your PictBridge compliant device does not have setting menu, change the setting from the computer. For details, see "**Setting on the Computer**" on page 31.

4 **Start printing from your PictBridge compliant device.**

■ About PictBridge Print Settings

Settings on a PictBridge Compliant Device

This section describes the print settings on a PictBridge compliant device. When operating the device, be sure to follow the instructions given in the instruction manual of your PictBridge compliant device.

In the following description, names of setting items are given according to those used in Canon-brand PictBridge compliant devices. Setting item names may be different depending on the brand or model of your device.

Some setting items explained below may not be available on some devices. In this case, the settings made on the computer using the **Canon Setup Utility** are applied. Also, when some items are set to **Default** on a PictBridge compliant device, the computer settings for these items are applied. For details, see "**Setting on the Computer**" on page 31.

Printable Image Data Format

This printer prints images taken with a DCF (Design rule for Camera File system)-compatible digital camera*.

* Exif2.21 compliant

Paper Size and Paper Type Settings

The following sizes and types of printing paper can be used when printing from a PictBridge compliant device.

"Paper size" setting	"Paper type" setting	Paper loaded in printer	Paper Source
4" x 6" (Default)	Photo (Default)	Photo Paper Plus Glossy	Auto Sheet Feeder
	Semi-gloss*1	Photo Paper Plus Semi-gloss	
5" x 7"*2	Photo	Photo Paper Plus Glossy	
8" x 10"	Semi-gloss*1	Photo Paper Plus Semi-gloss	
8.5" x 11" (Letter)*4	Photo	Photo Paper Plus Glossy	
	Semi-gloss*1	Photo Paper Plus Semi-gloss	
	Fine Art*3	Fine Art Paper "Photo Rag"	
13" x 19"*2	Photo	Photo Paper Plus Glossy	
	Semi-gloss*1	Photo Paper Plus Semi-gloss	
	Fine Art*3	Fine Art Paper "Photo Rag"	

*1 This setting can be selected only for Canon PictBridge compliant devices (note that it cannot be selected for some models). If your device does not have this setting, select **Photo** or **Default** in **Paper type**.

*2 This size can be selected only for Canon PictBridge compliant devices (note that it cannot be selected for some models).

*3 This setting can be selected only for Canon PictBridge compliant devices (note that it cannot be selected for some models). When **Fine Art** is selected for **Paper type**, bordered printing will be performed even when **Borderless** is selected for **Layout**. Also, you cannot print in a 35 mm / 1.38 inches margin along the top and bottom edges (except for the following layouts: Shooting Info in 20-up layout, 35 mm Film Style Layout, and index).

*4 When **8.5" x 11" (Letter)** is selected in **Paper size**, you can select **Plain Paper** in **Paper type**. When **Plain Paper** is selected in **Paper type**, bordered printing will be performed even if you select **Borderless** in **Layout**.

Layout Setting

Various layout options are available.

- Bordered/Borderless: You can select whether or not to print an image with a border.
- Shooting Info (Exif Data)*1: You can print shooting info (Exif Data) along with the image. The following two options are available.

  1-up: Prints the shooting info (Exif Data) in the margin of selected individual images.

  20-up: Prints 20 images specified with DPOF*2 and their shooting info (Exif Data) in list format on a single sheet of paper.
- 35 mm Film Style Layout (Contact Printing Layout)*1: You can print the multiple images specified with DPOF*2 in a list format that looks like a negative film.

Besides the above options, you can also specify to print an index of images in the DPOF print settings menu.

*1 You can use this option only when **8.5" x 11" (Letter)** is selected for **Paper size**.

*2 DPOF (Digital Print Order Format) is a standard format to record the specified information regarding images, such as which image or number of copies to print.

Date/File No. Print Setting

You can specify whether the date and/or file number will be printed.

* If the images already have dates superimposed when shot, set this PictBridge setting item to **Off**. If you select **Date**, **File No.**, or **Both**, the date and/or file number will be printed over the date printed by the camera's function.

* Depending on the paper size and layout, the date will only be printed even when **Both** is selected.

Image Optimize Setting

You can select the optimization method to obtain high print quality. When you select **On**, the shooting information is used to print the optimized image.

If you are using a Canon-brand PictBridge compliant device, the following additional options may be available, depending on the model.

* **VIVID** prints green and blue portions of photos more vividly.
NR (Noise Reduction) reduces noise in blue portions, such as the sky, and dark portions.
VIVID+NR is a combination of the **VIVID** and **NR** functions.
Face corrects the contrast of backlit images.
Red-Eye corrects red eyes in portraits caused by flash photography.

• For Flexible Color Adjustment

With some types of Canon PictBridge compliant single-lens reflex cameras you can make finer color adjustments by selecting the color mode that is most suitable for what you want to achieve.
You can select from; **Natural**, **Natural M**, **B/W**, **Cool tone** or **Warm tone**. Refer to the *Digital Photo Printing Guide* on-screen manual or the instruction manual provided with your PictBridge compliant Canon device.

* When **Natural** is selected, natural colors are realistically reproduced in the printed photo.
When **Natural M** is selected, you can adjust the color (contrast etc.) more carefully specifically than **Natural**.
When **B/W** is selected, the photo is printed like a black and white photo.
When **Cool tone** is selected, the photo is printed in a cool black and white tone.
When **Warm tone** is selected, the photo is printed in a warm black and white tone.

* If the printing troubles have occurred on the top and/or bottom edges of the paper such as uneven coloration or white streaks when printing with **B/W**, **Cool tone**, or **Warm tone** selected, we recommend printing it from the computer with the top and bottom margins set to more than 45 mm / 1.77 inches. For details on how to print in grayscale from the computer, refer to the *Printer Driver Guide* on-screen manual or *Photo Application Guide* on-screen manual.

Trimming Setting

You can select an area to print.

Setting on the Computer

You can change the PictBridge print settings on the computer. To do this, install the **Canon Setup Utility** from the *Setup CD-ROM* and connect the printer to a computer. For details, refer to “Canon Setup Utility Menu (Windows)” or “Canon Setup Utility Menu (Macintosh)” in the *User’s Guide* on-screen manual.

Note When you do not change print settings on a PictBridge compliant device (**Default** is selected) or when you use a device that does not have print setting menu, the computer settings are applied.
When you do not change print settings both on a device and computer, the printer prints images as follows:

- Paper size: 4" x 6"
- Paper type: Photo
- Layout: 1-up, Borderless
- Date/File No. Print: Off (not printed)
- Image Optimize: On (the shooting information will be used for optimized printing)

Accessing the Printer Driver (Windows)

The printer properties dialog box can be opened from either within an application program, or directly from the Windows **Start** menu.

■ Opening the Printer Properties Dialog Box from Your Application Program

When specifying the printer settings before printing, follow the procedure below.

Note Depending on your application program, operations may differ. For details, refer to the instruction manual of your application.

1 **In your application program, select the menu to print a document.**

The **Print** dialog box can usually be opened by selecting **Print** from the **File** menu in your application program.

2 **Ensure that the name of your printer is selected. Then click Preferences (or Properties).**

The printer properties dialog box opens.

■ Opening the Printer Properties Dialog Box Directly from the Start Menu

This method is used for printer maintenance and configuring shared print settings for all application programs.

Note When opening the printer properties dialog box from Properties, the tabs related to the Windows function (e.g., the **Ports** tab) appear. These tabs do not appear when opening the printer properties dialog box from Printing Preferences or applications. For details on the tabs related to the Windows function, refer to the Windows documentation.

1 **Click Start and select Control Panel, Printers and Other Hardware, and then Printers and Faxes.**

For non-Windows XP, click **Start**, select **Settings**, and then **Printers**.

2 **Click the icon of your printer.**

3 **Open the File menu and select Printing Preferences.**

The printer properties dialog box opens.

Note For details on how to set each function, refer to the Help or *Printer Driver Guide* on-screen manual.

Using the Bundled Software

The *Setup CD-ROM* includes photo applications designed to edit the photographs taken by a digital camera and print them as photo-lab quality prints without standard white borders. Please use the application(s) suitable for your print purposes.

Note

- To install applications, refer to the *Easy Setup Instructions*.
- For details about using the photo applications, refer to the *Photo Application Guide* on-screen manual.

■ Easy-PhotoPrint

You can make a Borderless Print easily and quickly, just by selecting a photograph taken with a digital camera and the paper type on which to print. Also it has tools to correct red eye caused by the camera's flash or smooth and beautify the facial skin. It is compatible with ExifPrint*.

* ExifPrint is the worldwide standard. Under ExifPrint, the digital camera can record data tags for specific camera settings and functions such as whether the flash was on or off, if the camera was in portrait or night scene mode, etc.
Canon PIXMA Printers support ExifPrint and use a suitable photo application to read the camera data precisely, producing optimal prints. This enables you to create prints that reproduce color more accurately.

■ Easy-PhotoPrint Pro

Use Easy-PhotoPrint Pro with Adobe® Photoshop® CS or Adobe Photoshop CS2 for professional level editing and printing. You can also maintain high image quality when printing by using it together with Digital Photo Professional, which is included with digital single-reflex cameras manufactured by Canon. These recommendations are for people who demand higher quality when printing photos.

Printing Maintenance

Shaking the Ink Tanks Periodically

To maintain optimal print quality, shake the ink tanks about once a week following the procedure below.

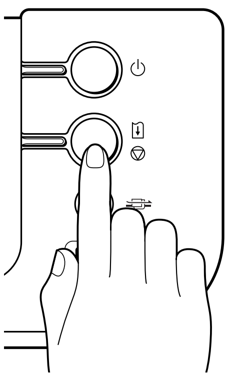
Important You cannot shake the ink tanks during printing. Perform the procedure below after printing is complete.

1 Ensure that the printer is turned on.

If the **POWER** lamp is flashing blue, wait until it stops flashing.

2 Press the RESUME/CANCEL button on the printer.

The printer vibrates for about ten seconds to two minutes to shake the ink tanks. Do not open the Top Cover while the printer is operating (the **POWER** lamp is flashing blue).



Replacing an Ink Tank

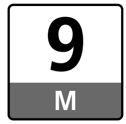
Replace ink tank(s) if they are out of ink. To continue printing under the ink out condition may cause the printing trouble such as the mixing of inks, or a printer malfunction.
When replacing them, check the model numbers and their installation positions.
With this printer, the following ink tanks are used.

- Photo Magenta: PGI-9PM



PGI-9PM

- Magenta: PGI-9M



PGI-9M

- Photo Black: PGI-9PBK



PGI-9PBK

- Yellow: PGI-9Y



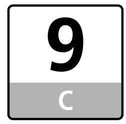
PGI-9Y

- Matte Black: PGI-9MBK



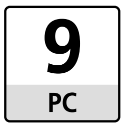
PGI-9MBK

- Cyan: PGI-9C



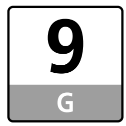
PGI-9C

- Photo Cyan: PGI-9PC



PGI-9PC

- Green: PGI-9G



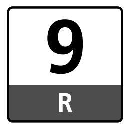
PGI-9G

- Gray: PGI-9GY



PGI-9GY

- Red: PGI-9R



PGI-9R

Note

- Carefully check the labels on the ink tanks so you do not mistakenly insert them in the wrong positions. The installation positions of the ink tanks from the left are; photo magenta, photo black, matte black, photo cyan, gray, magenta, yellow, cyan, green and red.
- Should missing characters or white streaks appear despite sufficient ink levels, refer to "**When Printing Becomes Faint or Colors are Incorrect**" on page 46.

■ Getting the Ink Level Information

Ink Level Indication on the Printer

You can confirm the ink level in each ink tank through the ink lamps. Open the Top Cover of the printer to see how the ink lamps light or flash.

Ink is low: The ink lamp flashes slowly (at about three second interval). You can continue printing, but we recommend preparing a new ink tank to replace the associated ink tank.



Ink is out: The ink lamp flashes quickly (at about one second interval), and the **ALARM** lamp on the printer flashes orange four, seventeen, or eighteen times. Replace the ink tank with a new one.



* When the **ALARM** lamp on the printer flashes orange seven times, an error has occurred and therefore the printer is unable to print. For details, refer to "**Handling Error Messages**" on page 77.

Note When the ink lamp is unlit and the **ALARM** lamp on the printer is also unlit, the function for detecting the remaining ink level has been released. Replacing with a new ink tank will activate this function again.

Ink Level Indication on the PC

Windows

Open the **Canon IJ Status Monitor** to check the ink level information.

1. Open the printer properties dialog box.
   See "**Accessing the Printer Driver (Windows)**" on page 32.
2. Click **View Printer Status** on the **Maintenance** tab.
   The following message will be displayed.

   * You can also display the **Canon IJ Status Monitor** by clicking the **Canon IJ Status Monitor** button which appears on the taskbar during printing.



Confirm whether any symbols are displayed here.

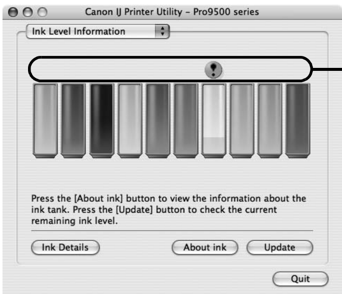
Ink is low: The [!] symbol appears above an ink tank that is low. You can continue printing, but we recommend preparing a new ink tank to replace the associated ink tank.

Ink is out: The [x] symbol appears above an empty ink tank. Click **Ink Details** to show the ink tank information, then replace the ink tank with a new one.

Macintosh

Open the **Canon IJ Printer Utility** to check the ink level information.

1. Select **Applications** from the **Go** menu, and then double-click the **Utilities** folder.
2. Double-click the **Printer Setup Utility** icon.
   When using Mac OS X v.10.2.8, double-click the **Print Center** icon.
3. Select the name of your printer from the **Name** list and click **Utility.**
   When using Mac OS X v.10.2.8, select the name of your printer from the **Name** list and click **Configure**.
4. Select the name of your printer from the **Product** list and click **Maintenance.**
   The **Canon IJ Printer Utility** launches.
5. Select **Ink Level Information** from the pop-up menu.
   The following dialog box is displayed.



Confirm whether any symbols are displayed here.

Ink is low: The [!] symbol appears above an ink tank that is low. You can continue printing, but we recommend preparing a new ink tank to replace the associated ink tank.

Ink is out: The [x] symbol appears above an empty ink tank. Click **Ink Details** to show the ink tank information, then replace the ink tank with a new one.

Knowing When to Replace Ink Tanks

The **ALARM** lamp on the printer flashes orange four, seventeen, or eighteen times once any one of the ink tanks is out of ink. If ink is out during printing or after printing is complete, a message will be displayed on your PC. Check to see which ink tank is out of ink, and replace it with a new one.

Important Replacing the ink tanks while printing is in progress may reduce the print quality. To maintain optimal print quality, we recommend that you cancel the print job in progress, replace the ink tanks, and then print again.

Note For details on how to resolve the ink out errors that have occurred when printing from a digital still camera or digital video camcorder, see "**An Error Message is Displayed on a PictBridge Compliant Device**" on page 85.

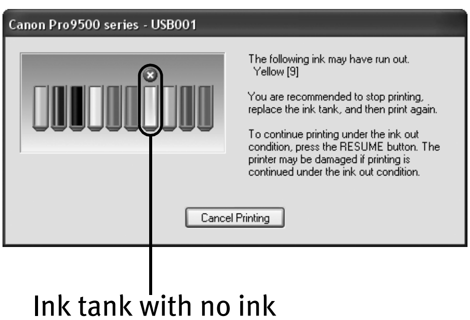
Windows

If the ALARM lamp on the printer flashes orange four times

- Close the Top Cover after ink tank replacement to resume printing.
- If printing is in progress and you want to continue printing, press the **RESUME/CANCEL** button with the ink tank installed. Then printing can continue under the ink out condition.
  Replace the empty ink tank immediately after the printing. The printer may be damaged if printing is continued under the ink out condition.

  * Printing does not resume if any of the ink tanks are removed. Be sure to press the **RESUME/CANCEL** button with the ink tanks installed.

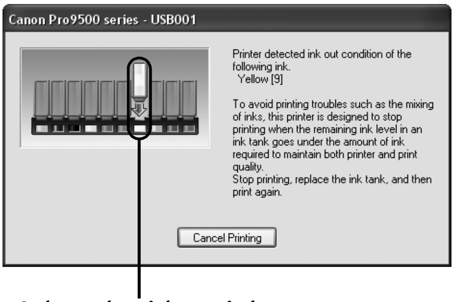
  * Continuing to print in the out of ink state will cause the remaining ink level to be displayed incorrectly in the **Canon IJ Status Monitor**.
- Click **Cancel Printing** to cancel printing. Replace the ink tank with a new one.



If the ALARM lamp on the printer flashes orange seventeen times

To avoid printing troubles such as the mixing of inks, this printer is designed to stop printing by flashing the **ALARM** lamp orange seventeen times when the remaining ink level in an ink tank goes under the amount of ink required to maintain both printer and print quality.

Stop printing, replace the ink tank, and then print again.

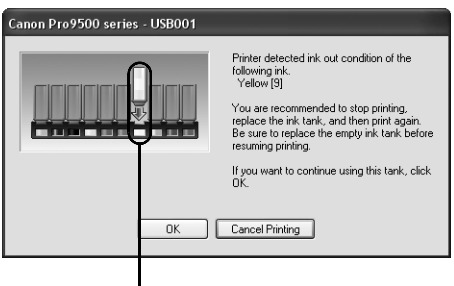


Ink tank with no ink

If the ALARM lamp on the printer flashes orange eighteen times

- If you want to continue printing, replace the ink tank and close the Top Cover.
- Click **Cancel Printing** to stop printing if you do not have a new ink tank. Be sure to replace the empty ink tank before resuming printing.
- You can continue printing under the ink out condition, but this may cause the printing trouble such as the mixing of inks, or a printer malfunction.
  If you want to continue printing, you need to release the function for detecting the remaining ink level.
  To release this function, press and hold the **RESUME/CANCEL** button for at least 5 seconds, and then release it.

  * Releasing the function for detecting the remaining ink level is memorised. Please be advised that Canon shall not be liable for any malfunction or trouble which may be caused by continuation of printing or refilling of ink.



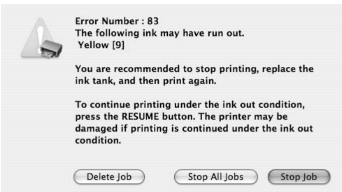
Ink tank with no ink

Macintosh

If the ALARM lamp on the printer flashes orange four times

- Close the Top Cover after ink tank replacement to resume printing.
- If printing is in progress and you want to continue printing, press the **RESUME/CANCEL** button with the ink tank installed. Then printing can continue under the ink out condition.
  Replace the empty ink tank immediately after the printing. The printer may be damaged if printing is continued under the ink out condition.

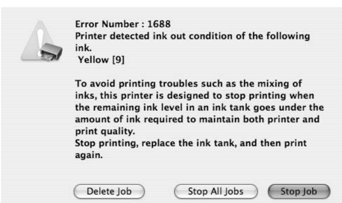
  * Printing does not resume if any of the ink tanks are removed. Be sure to press the **RESUME/CANCEL** button with the ink tanks installed.
  * Continuing to print in the out of ink state will cause the remaining ink level to be displayed incorrectly in the **Canon IJ Printer Utility**.
- Click **Delete Job** to cancel the current printing job. Click **Stop Job** to stop the current printing job. Click **Stop All Jobs** to stop all printing jobs. Replace the ink tank with a new one.



If the ALARM lamp on the printer flashes orange seventeen times

To avoid printing troubles such as the mixing of inks, this printer is designed to stop printing by flashing the **ALARM** lamp orange seventeen times when the remaining ink level in an ink tank goes under the amount of ink required to maintain both printer and print quality.

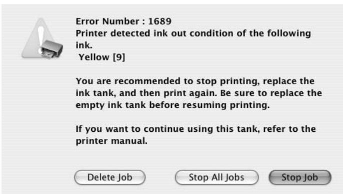
Stop printing, replace the ink tank, and then print again.



If the ALARM lamp on the printer flashes orange eighteen times

- If you want to continue printing, replace the ink tank and close the Top Cover.
- Click **Stop Job** to stop printing if you do not have a new ink tank. Be sure to replace the empty ink tank before resuming printing.
- You can continue printing under the ink out condition, but this may cause the printing trouble such as the mixing of inks, or a printer malfunction.
  If you want to continue printing, you need to release the function for detecting the remaining ink level.
  To release this function, press and hold the **RESUME/CANCEL** button for at least 5 seconds, and then release it.

  * Releasing the function for detecting the remaining ink level is memorised. Please be advised that Canon shall not be liable for any malfunction or trouble which may be caused by continuation of printing or refilling of ink.



■ Replacing Ink Tanks

When an ink tank runs out of ink, replace it using the following steps.

1 **Ensure that the printer is on, and then open the Front Tray.**

Gently press the ◎ ◎ ◎ mark on the Front Tray.

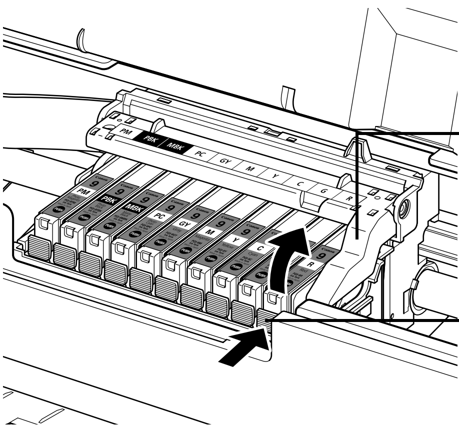
2 **Open the Top Cover.**

The Print Head Holder moves to the center.

Caution
- Do not hold the Print Head Holder to stop or move it.
- Do not touch the metallic parts inside the printer.

Important
- If the Top Cover is left open for more than 10 minutes, the Print Head Holder moves to the right. Close and reopen the Top Cover to return the Print Head Holder to the center.
- If you open the Top Cover while the printer is preparing to feed paper from the Front Tray (when the **FRONT FEED** button is flashing quickly), the Print Head Holder may not move to the center.
  If this happens, close the Top Cover, press the **FRONT FEED** button and wait until the **FRONT FEED** button stops flashing and stays lit.
  To continue printing from the Front Tray after replacing the ink tank, go to (3) in step 4 in “Loading Paper in the Front Tray” on page 11 and start printing again.

3 **Remove the empty ink tank.**

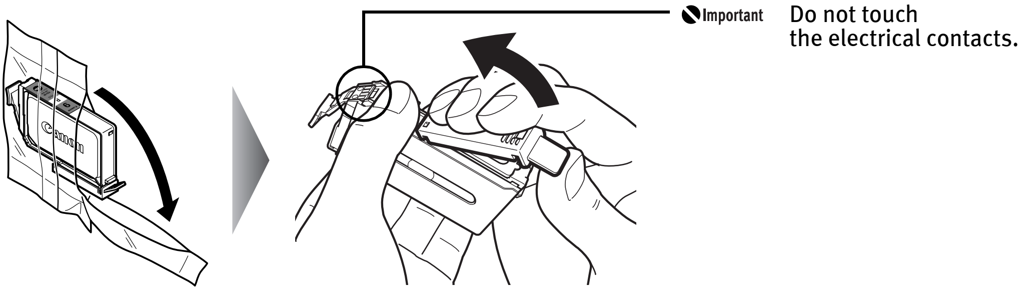


Important
- Handle ink tanks carefully to avoid staining clothing or the surrounding area.
- Discard empty ink tanks according to the local laws and regulations regarding disposal of consumables.

Note

- Be sure to replace ink tanks one by one when replacing more than one ink tank.
- For details on ink lamp flashing speeds, see "Getting the Ink Level Information" on page 36.

4 Prepare a replacement tank.



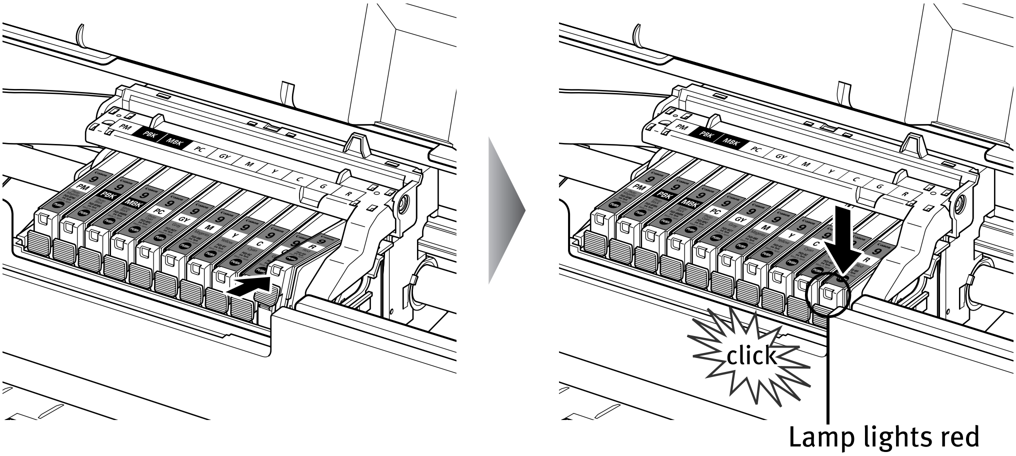
(1) Unpack the new ink tank.

(2) Remove the orange protective cap from the bottom of the ink tank and discard it.

Important

- Do not touch the electrical contacts on the ink tank. Doing so can cause the printer to malfunction or become unable to print.
- Do not squeeze the side of ink tanks as this may cause the ink to leak out and stain your clothes and hands.
- Do not re-attach the protective cap once you have removed it.
- Do not touch the open ink port once the protective cap is removed, as this may prevent the ink from being ejected properly.
- Ink on the removed protective cap may stain your clothes and hands.

5 Insert the ink tank.



(1) Insert the ink tank into the Print Head.

(2) Press on the PUSH mark on the ink tank until the ink tank snaps firmly into place.

(3) Ensure that the ink lamp lights red.

Important Ensure that all the ink tanks are installed in the order directed by the label. The printer cannot be used unless all the ink tanks are installed.

6 Close the Top Cover.

The ink tank installation process is now complete.

The printer start shaking the ink tanks automatically.
Wait until the **POWER** lamp displays a steady blue light and the printer has stopped making operating noises. It takes about two minutes or less.
Do not open the Top Cover while the printer is operating (the **POWER** lamp is flashing blue).

Note

- If the **ALARM** lamp still flashes orange after the Top Cover is closed, see "Handling Error Messages" on page 77.
- To maintain optimal print quality, use an ink tank within six months of its first use.
- Once an ink tank has been installed, do not remove it from the printer and leave it out in the open. This will cause the ink tank to dry out and the printer may not operate properly if it is reinstalled.
- Color ink consumption may occur even when black-and-white or grayscale printing is specified.
  Color ink is consumed in the head cleaning and deep cleaning, which are necessary to maintain the printer's capabilities.

When Printing Becomes Faint or Colors are Incorrect

When printing becomes faint or colors are incorrect, even if ink remains in the ink tanks, the Print Head nozzles are probably clogged. Follow the procedures below to clean the nozzles.

If the ruled lines are shifted after running the print head maintenance, align the Print Head.

Important

Before printing the nozzle check pattern or cleaning the Print Head, check the following;

- Open the Top Cover and make sure that all the ink tanks click into place and then their ink lamps light red.

  If any one of the ink lamps is flashing slowly, the associated ink tank is running low. You can continue printing, but we recommend preparing a new ink tank to replace the associated ink tank.

  If any one of the ink lamps is flashing quickly, make sure that the correct ink tank color is inserted in each position referring to the color guide on the print head lock lever.

  See “Replacing an Ink Tank” on page 35.

  If an ink lamp is flashing even though the correct ink tank color is inserted, the associated ink tank is empty. Replace the ink tank.

  See “Replacing Ink Tanks” on page 42.

  If any one of the ink lamps is unlit, press the PUSH mark on the ink tank to fully insert it.

  If an ink lamp is unlit even though the ink tank is installed properly, the function for detecting the remaining ink level has been released. Replacing with a new ink tank will activate this function again.

- Increase the **Print Quality** setting in the printer driver settings.
  See “Print Results Not Satisfactory or Contains Errors” on page 69.

Step 1

See “Printing the Nozzle Check Pattern” on page 48

If white stripes appear

Step 2

See “Print Head Cleaning” on page 53

After print head cleaning, print the nozzle check pattern.

If the problem remains after performing print head cleaning twice

Step 3

See "**Print Head Deep Cleaning**" on page 57

Note If **Print Head Deep Cleaning** does not resolve the problem, the Print Head may be defective. Contact the Customer Care Center.

- **If the ruled lines are shifted**

See "**Aligning the Print Head**" on page 61

■ When Not Using the Printer

When not using the printer, close the Paper Support, Front Tray and Rear Support of your printer to retain the optimum print results.
We recommend that you use the printer in the following environment:

Temperature: 15 to 25°C (59 to 77°F)

Humidity: 40 to 60% RH (no condensation)

Printing the Nozzle Check Pattern

Print the nozzle check pattern to determine whether the ink ejects properly from the Print Head nozzles. Use this function when printed results are blurred or the color is incorrect.

Note

- Nozzle check pattern cannot be printed from the Front Tray. Always load paper in the Auto Sheet Feeder.
- Ensure that the Inner Cover is closed.

Printing the Nozzle Check Pattern Without a Computer

- Nozzle check pattern printing can also be executed from the printer itself.
  1. With the printer on, load a sheet of Letter-sized plain paper in the Auto Sheet Feeder.
  2. Gently press the ◎ ◎ ◎ mark on the Front Tray to open the Front Tray, then pull out the Front Tray Extension.
  3. Hold down the **RESUME/CANCEL** button until the **POWER** lamp flashes blue twice, and then release it immediately.
     The nozzle check pattern is printed. Do not open the Top Cover while printing.

■ Printing the Nozzle Check Pattern

Windows

1 With the printer on, load a sheet of Letter-sized plain paper in the Auto Sheet Feeder.

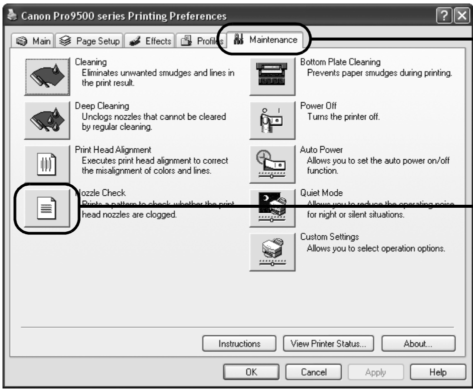
Important If other than Letter-sized paper is loaded, you cannot print the nozzle check pattern. Be sure to use Letter-sized plain paper.

2 Gently press the ◎ ◎ ◎ mark on the Front Tray to open the Front Tray, then pull out the Front Tray Extension.

3 Open the printer properties dialog box.

See “Opening the Printer Properties Dialog Box Directly from the Start Menu” on page 32.

4 Print the Nozzle Check Pattern.



(1) Click the **Maintenance** tab.

(2) Click **Nozzle Check**.

(3) Confirm the displayed message and click **Print Check Pattern**.



The nozzle check pattern will be printed. Do not open the Top Cover while printing.

Note Clicking **Initial Check Items** displays the items to be checked before printing the pattern.

5 Examine the pattern and take the appropriate action.

See "Examining the Nozzle Check Pattern" on page 51.

Macintosh

1 With the printer on, load a sheet of Letter-sized plain paper in the Auto Sheet Feeder.

Important If other than Letter-sized paper is loaded, you cannot print the nozzle check pattern. Be sure to use Letter-sized plain paper.

2 Gently press the ◎ ◎ ◎ mark on the Front Tray to open the Front Tray, then pull out the Front Tray Extension.

3 Open the **Canon IJ Printer Utility** dialog box.

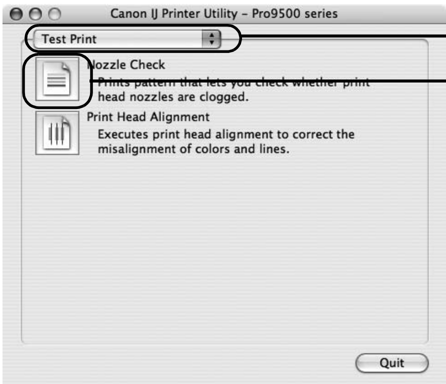
(1) Select **Applications** from the **Go** menu, and then double-click the **Utilities** folder.

(2) Double-click the **Printer Setup Utility** icon.
When using Mac OS X v.10.2.8, double-click the **Print Center** icon.

(3) Select the name of your printer from the **Name** list and click **Utility.**
When using Mac OS X v.10.2.8, select the name of your printer from the **Name** list and click **Configure.**

(4) Select the name of your printer from the **Product** list and click **Maintenance.**

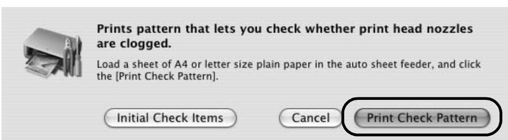
4 Print the Nozzle Check Pattern.



(1) Select **Test Print** from the pop-up menu.

(2) Click **Nozzle Check.**

(3) Confirm the displayed message and click **Print Check Pattern**.



The nozzle check pattern will be printed. Do not open the Top Cover while printing.

Note Clicking **Initial Check Items** displays the items to be checked before printing the pattern.

5 Examine the pattern and take the appropriate action.

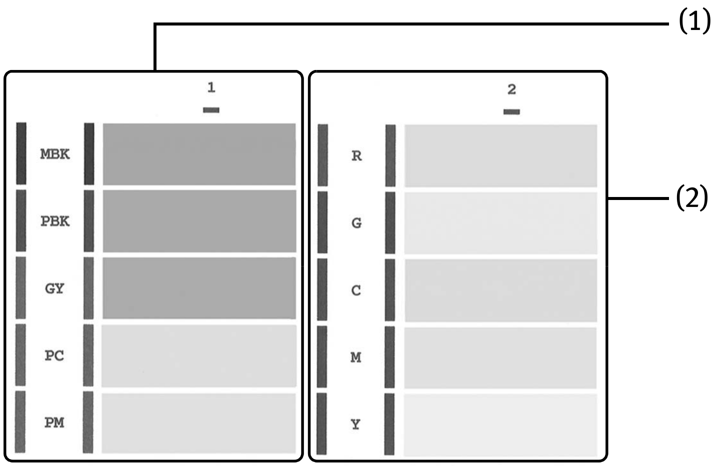
See "Examining the Nozzle Check Pattern" on page 51.

■ Examining the Nozzle Check Pattern

The nozzle check pattern should appear as follows when ink is discharged properly. Examine the nozzle check pattern output by the printer, and clean the Print Head when necessary.

Note The nozzle check pattern will not be printed correctly if there is not enough ink. Replace the ink tank if the remaining amount of ink is insufficient.
See "Replacing an Ink Tank" on page 35.

1 Confirm the printed nozzle check pattern.

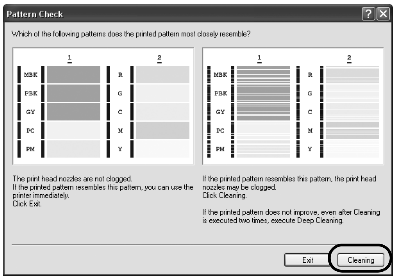


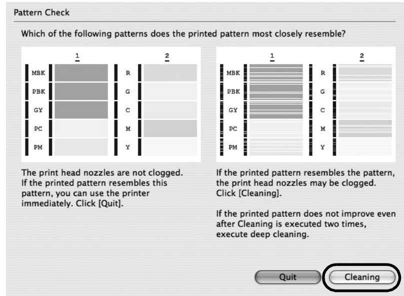
(1) If these patterns have white stripes, the **Group1** print head nozzle needs cleaning.

(2) If these patterns have white stripes, the **Group2** print head nozzle needs cleaning.

Example: When white stripes appear

2 **When cleaning is necessary, click Cleaning on the Pattern Check dialog box.**





If you want to continue to clean the Print Head from here, go to (3) in step 4 of the Windows or Macintosh **Print Head Cleaning** procedures as appropriate.

See "**Print Head Cleaning**" on page 53.

If both of the group (1) and the group (2) patterns have no white stripes, click **Exit** or **Quit**.

Nozzle Check Pattern examination finishes.

Print Head Cleaning

Clean the Print Head if white stripes appear in the nozzle check pattern. Note that cleaning the Print Head causes ink used for cleaning to be absorbed in the ink absorber. Cleaning the Print Head consumes ink, so perform **Print Head Cleaning** only when necessary.

Important Before performing **Print Head Cleaning**, open the Top Cover and ensure that all of the ink lamps are lit. If any one of the ink lamps flashes red fast or unlit, this tank has run out of ink. Be sure to replace the ink tank before performing **Print Head Cleaning**. To perform **Print Head Cleaning** under the ink out condition may cause the printing trouble such as the mixing of inks, or a printer malfunction. See "**Replacing Ink Tanks**" on page 42.

Note
- Ensure that the Inner Cover is closed.

Cleaning the Print Head Without a Computer
- The Print Head can also be cleaned from the printer itself. With the printer on, hold down the **RESUME/CANCEL** button until the **POWER** lamp flashes blue once, and then release it immediately.

Windows

Note The **Print Head Cleaning** dialog box of (3) in step 4 is directly displayed when you click **Cleaning** on the **Pattern Check** dialog box.
See "**Examining the Nozzle Check Pattern**" on page 51.

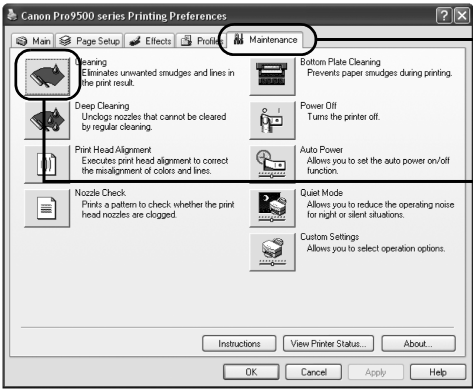
1. **Ensure that the printer is on.**

2. **Gently press the ◎ ◎ ◎ mark on the Front Tray to open the Front Tray, then pull out the Front Tray Extension.**

3. **Open the printer properties dialog box.**

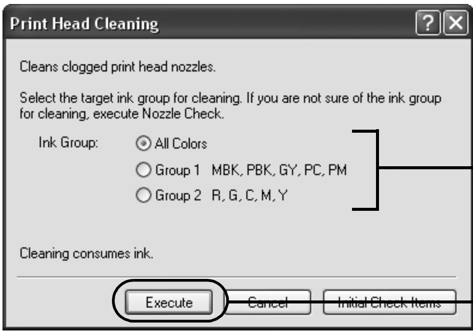
   See "Opening the Printer Properties Dialog Box Directly from the Start Menu" on page 32.

4 Start Print Head Cleaning.



(1) Click the **Maintenance** tab.

(2) Click **Cleaning.**



(3) Select the ink group to clean.

Note Clicking **Initial Check Items** displays the items to be checked before cleaning.

(4) Click **Execute.**

Print Head Cleaning starts when the **POWER** lamp starts blinking blue.

Important Do not perform any other operations until the **Print Head Cleaning** finishes. This takes about 120 seconds.

(5) Load a sheet of Letter-sized plain paper in the Auto Sheet Feeder.

Important If other than Letter-sized paper is loaded, you cannot print the nozzle check pattern. Be sure to use Letter-sized plain paper.

(6) Confirm the displayed message and click **Print Check Pattern** to print the nozzle check pattern.

The nozzle check pattern is printed.

Important Do not perform any other operations until the nozzle check pattern printing finishes.

Note The nozzle check pattern will not be printed correctly if there is not enough ink. Replace the ink tank if the remaining amount of ink is insufficient.
See “**Replacing an Ink Tank**” on page 35.

5 Check the Print Head condition with the printed nozzle check pattern.

See “Examining the Nozzle Check Pattern” on page 51.

Note If the problem remains after performing **Print Head Cleaning** twice, try **Print Head Deep Cleaning**.
See “Print Head Deep Cleaning” on page 57.

Macintosh

Note The **Cleaning** dialog box of (3) in step 4 is directly displayed when you click **Cleaning** on the **Pattern Check** dialog box.
See “Examining the Nozzle Check Pattern” on page 51.

1 Ensure that the printer is on.

2 Gently press the ◎ ◎ ◎ mark on the Front Tray to open the Front Tray, then pull out the Front Tray Extension.

3 Open the **Canon IJ Printer Utility** dialog box.

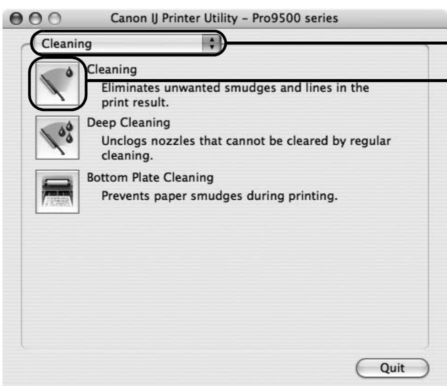
(1) Select **Applications** from the **Go** menu, and then double-click the **Utilities** folder.

(2) Double-click the **Printer Setup Utility** icon.
When using Mac OS X v.10.2.8, double-click the **Print Center** icon.

(3) Select the name of your printer from the **Name** list and click **Utility.**
When using Mac OS X v.10.2.8, select the name of your printer from the **Name** list and click **Configure**.

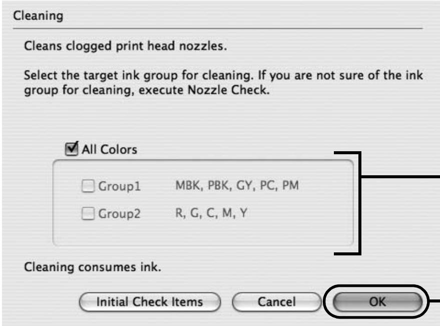
(4) Select the name of your printer from the **Product** list and click **Maintenance.**

4 Start Print Head Cleaning.



(1) Ensure that **Cleaning** is selected from the pop-up menu.

(2) Click **Cleaning**.



(3) Select the ink group to clean.

Note: Clicking **Initial Check Items** displays the items to be checked before cleaning.

(4) Click **OK**.

Print Head Cleaning starts when the **POWER** lamp starts blinking blue.

Important Do not perform any other operations until the **Print Head Cleaning** finishes. This takes about 120 seconds.

(5) Load a sheet of Letter-sized plain paper in the Auto Sheet Feeder.

Important If other than Letter-sized paper is loaded, you cannot print the nozzle check pattern. Be sure to use Letter-sized plain paper.

(6) Confirm the displayed message and click **Print Check Pattern** to print the nozzle check pattern.

The nozzle check pattern is printed.

Important Do not perform any other operations until the nozzle check pattern printing finishes.

Note The nozzle check pattern will not be printed correctly if there is not enough ink. Replace the ink tank if the remaining amount of ink is insufficient.
See “**Replacing an Ink Tank**” on page 35.

5 Check the Print Head condition with the printed nozzle check pattern.

See “**Examining the Nozzle Check Pattern**” on page 51.

Note If the problem remains after performing **Print Head Cleaning** twice, try **Print Head Deep Cleaning**.
See “**Print Head Deep Cleaning**” on page 57.

Print Head Deep Cleaning

If print quality does not improve by standard **Print Head Cleaning**, try **Print Head Deep Cleaning**, which is a more powerful process. Note that cleaning the Print Head causes ink used for cleaning to be absorbed in the ink absorber. **Print Head Deep Cleaning** consumes more ink than standard **Print Head Cleaning**, so perform this procedure only when necessary.

Important Before performing **Print Head Deep Cleaning**, open the Top Cover and ensure that all of the ink lamps are lit. If any one of the ink lamps flashes red fast or unlit, this tank has run out of ink. Be sure to replace the ink tank before performing **Print Head Deep Cleaning**. To perform **Print Head Deep Cleaning** under the ink out condition may cause the printing trouble such as the mixing of inks, or a printer malfunction.
See "**Replacing Ink Tanks**" on page 42.

Note Ensure that the Inner Cover is closed.

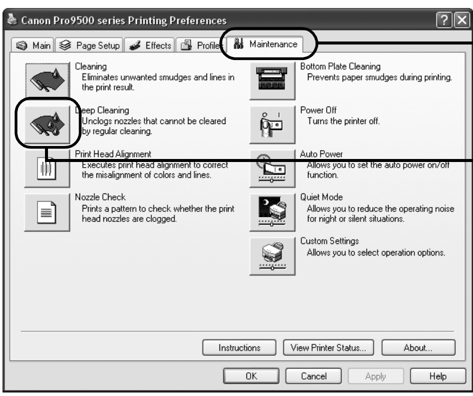
Windows

1 Ensure that the printer is on.

2 Open the printer properties dialog box.

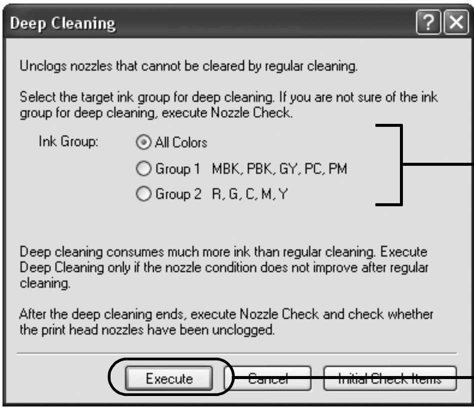
See "Opening the Printer Properties Dialog Box Directly from the Start Menu" on page 32.

3 Start Print Head Deep Cleaning.



(1) Click the **Maintenance** tab.

(2) Click **Deep Cleaning.**



(3) Select the ink group to clean.

Note: Clicking **Initial Check Items** displays the items to be checked before cleaning.

(4) Click **Execute**.

(5) When the confirmation message is displayed, click **OK**.
Print Head Deep Cleaning starts when the **POWER** lamp starts blinking blue.

Important: Do not perform any other operation until the **Print Head Deep Cleaning** finishes. This takes about 180 seconds.

4 Print the nozzle check pattern to check the Print Head condition.

See “Printing the Nozzle Check Pattern” on page 48.

If a particular color is not printed properly, replace the ink tank of that color. See “Replacing an Ink Tank” on page 35.

Note
- If the print head nozzles are still not clean, turn off the printer. Be sure to perform another **Print Head Deep Cleaning** 24 hours after turning off the printer.
- If this does not solve the problem, the Print Head may be worn out. Contact the Customer Care Center.

Macintosh

1 Ensure that the printer is on.

2 Open the **Canon IJ Printer Utility** dialog box.

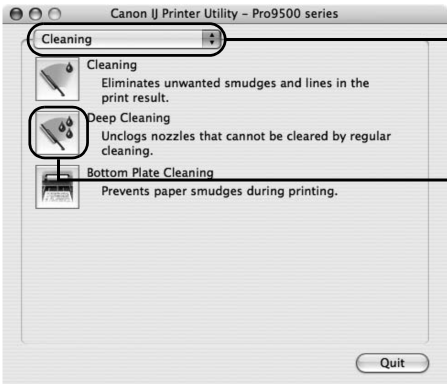
(1) Select **Applications** from the **Go** menu, and then double-click the **Utilities** folder.

(2) Double-click the **Printer Setup Utility** icon.
When using Mac OS X v.10.2.8, double-click the **Print Center** icon.

(3) Select the name of your printer from the **Name** list and click **Utility**.
When using Mac OS X v.10.2.8, select the name of your printer from the **Name** list and click **Configure**.

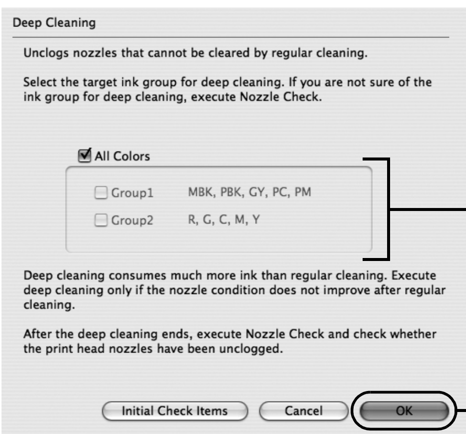
(4) Select the name of your printer from the **Product** list and click **Maintenance**.

3 Start Print Head Deep Cleaning.



(1) Ensure that **Cleaning** is selected from the pop-up menu.

(2) Click **Deep Cleaning**.



(3) Select the ink group to clean.

Note Clicking **Initial Check Items** displays the items to be checked before cleaning.

(4) Click **OK**.

Print Head Deep Cleaning starts when the **POWER** lamp starts blinking blue.

Important Do not perform any other operation until the **Print Head Deep Cleaning** finishes. This takes about 180 seconds.

4 Print the nozzle check pattern to check the Print Head condition.

See "Printing the Nozzle Check Pattern" on page 48.

If a particular color is not printed properly, replace the ink tank of that color. See "Replacing an Ink Tank" on page 35.

Note

- If the print head nozzles are still not clean, turn off the printer. Be sure to perform another **Print Head Deep Cleaning** 24 hours after turning off the printer.
- If this does not solve the problem, the Print Head may be worn out. Contact the Customer Care Center.

Aligning the Print Head

Aligning the Print Head positions allows you to print without shifts in the color registration.

Print head alignment is performed either automatically or manually. This section deals with automatic Print Head alignment only.

Note

- Automatic print head alignment cannot be performed from the Front Tray. Always load paper in the Auto Sheet Feeder.
- Ensure that the Inner Cover is closed.

Aligning the Print Head Without a Computer

- The Print Head can also be aligned from the printer itself. If the printer driver is not installed in the computer, align the print head in this way.
  1. With the printer on, load two sheets of Letter-sized plain paper in the Auto Sheet Feeder.
  2. Gently press the ◎ ◎ ◎ mark on the Front Tray to open the Front Tray, then pull out the Front Tray Extension.
  3. Hold down the **RESUME/CANCEL** button until the **POWER** lamp flashes blue four times, and then release it immediately.
     Two pattern sheets are printed. Do not open the Top Cover while printing.

Windows

1 With the printer on, load two sheets of Letter-sized plain paper in the Auto Sheet Feeder.

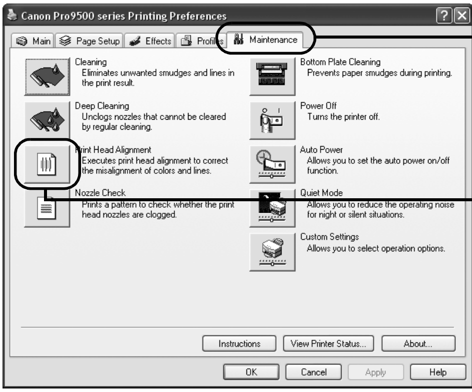
Important If other than Letter-sized paper is loaded, you cannot print the print head alignment patterns. Be sure to use Letter-sized plain paper.

2 Gently press the ◎ ◎ ◎ mark on the Front Tray to open the Front Tray, then pull out the Front Tray Extension.

3 Open the printer properties dialog box.

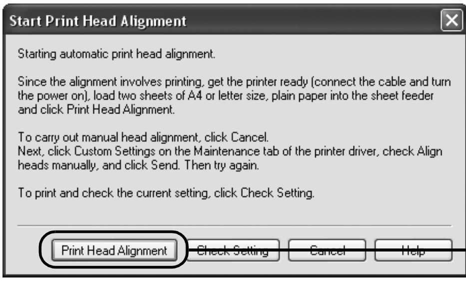
See “Opening the Printer Properties Dialog Box Directly from the Start Menu” on page 32.

4 Print the pattern.



(1) Click the **Maintenance** tab.

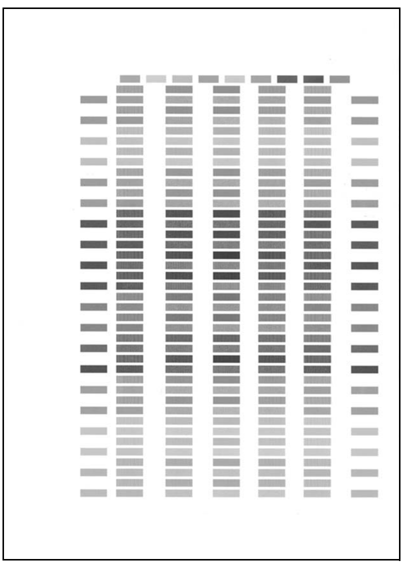
(2) Click **Print Head Alignment.**

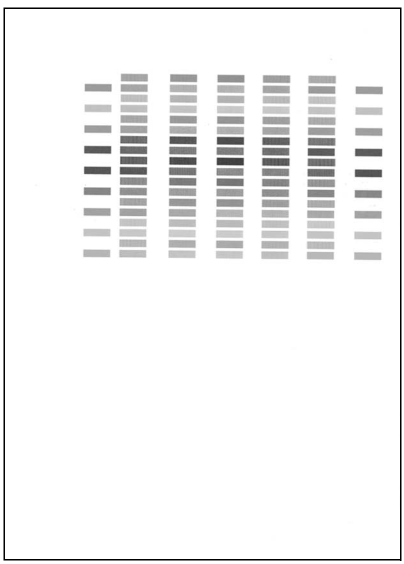


(3) Confirm the displayed message and click **Print Head Alignment.**

Two pattern sheets are printed. It takes about seven minutes to complete printing. Do not open the Top Cover while printing.

Print head alignment is automatically adjusted by printing the patterns. The printer is now ready to use.





Note

- If the patterns are not printed successfully, refer to "Eleven flashes" in "**Handling Error Messages**" on page 77.
- If results of Automatic Print Head Alignment are not satisfactory, refer to "Routine Maintenance" of the *User's Guide* on-screen manual and align the Print Head manually.
- Clicking **Check Setting** prints the current settings and finishes the print head alignment.
- Two different patterns other than the ones shown above may be printed if you align the Print Head automatically for the first time after installing the printer driver.

Macintosh

1 With the printer on, load two sheets of Letter-sized plain paper in the Auto Sheet Feeder.

Important If other than Letter-sized paper is loaded, you cannot print the print head alignment patterns. Be sure to use Letter-sized plain paper.

2 Gently press the ◎ ◎ ◎ mark on the Front Tray to open the Front Tray, then pull out the Front Tray Extension.

3 Open the Canon IJ Printer Utility dialog box.

(1) Select **Applications** from the **Go** menu, and then double-click the **Utilities** folder.

(2) Double-click the **Printer Setup Utility** icon.

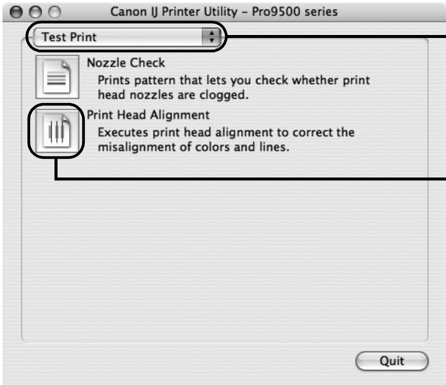
When using Mac OS X v.10.2.8, double-click the **Print Center** icon.

(3) Select the name of your printer from the **Name** list and click **Utility**.

When using Mac OS X v.10.2.8, select the name of your printer from the **Name** list and click **Configure**.

(4) Select the name of your printer from the **Product** list and click **Maintenance**.

4 Print the pattern.



(1) Select **Test Print** from the pop-up menu.

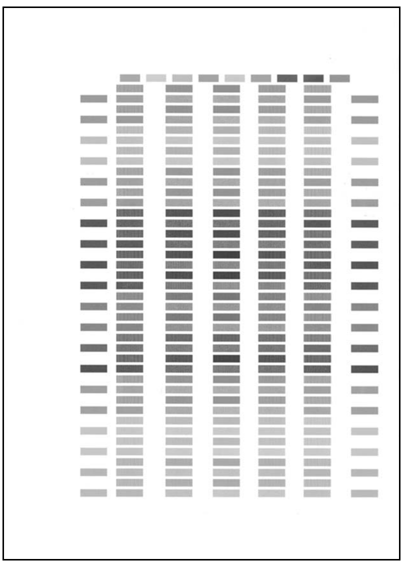
(2) Click **Print Head Alignment**.

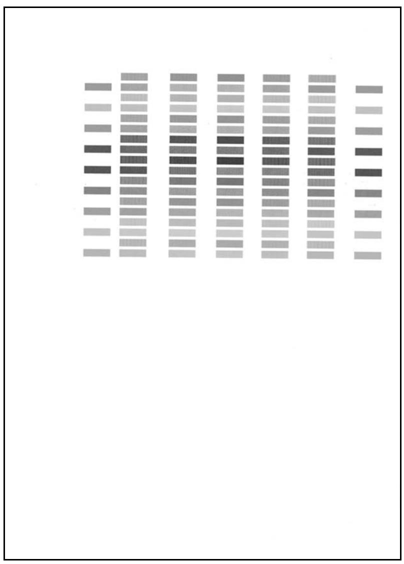


(3) Confirm the displayed message and click **Print Head Alignment.**

Two pattern sheets are printed. It takes about seven minutes to complete printing. Do not open the Top Cover while printing.

Print head alignment is automatically adjusted by printing the patterns. The printer is now ready to use.





Note

- If the patterns are not printed successfully, refer to "Eleven flashes" in "**Handling Error Messages**" on page 77.
- If results of Automatic Print Head Alignment are not satisfactory, refer to "Routine Maintenance" of the *User's Guide* on-screen manual and align the Print Head manually.
- Clicking **Check Setting** prints the current settings and finishes the print head alignment.
- Two different patterns other than the ones shown above may be printed if you align the Print Head automatically for the first time after installing the printer driver.

Troubleshooting

This section provides troubleshooting tips for the most common printing problems. Troubleshooting usually falls into one of the following categories.

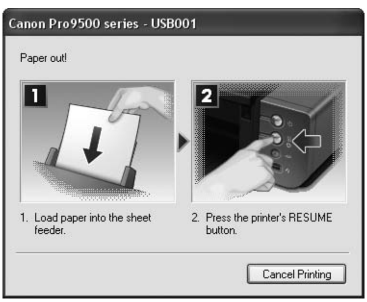
- "Cannot Install the Printer Driver or an Application Program" on page 67
- "Cannot Connect to PC Properly" on page 68
- "The Printer Is Vibrating" on page 69
- "Print Results Not Satisfactory or Contains Errors" on page 69
- "Troubleshooting Printer Hardware" on page 73
- "Paper Does Not Feed Properly" on page 75
- "Paper Jams" on page 76
- "Handling Error Messages" on page 77
- "An Error Message Appears on the Screen" on page 81
- "An Error Message is Displayed on a PictBridge Compliant Device" on page 85

Refer to the *User's Guide* on-screen manual for additional information on topics not covered in this section.

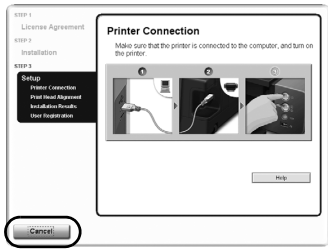
When an Error Occurs

When an error occurs in printing such as the printer is out of paper or paper jams, a troubleshooting message is displayed automatically. Take the appropriate action described in the message.

The message may vary depending on the version of your Windows operating system.



Cannot Install the Printer Driver or an Application Program

Problem	Possible Cause	Try This
Cannot Install the Printer Driver	Windows Unable to proceed beyond the **Printer Connection** screen	 **Reinstall the printer driver.** 1. Click **Cancel** on the **Printer Connection** screen. 2. Click **Start Over** on the **Installation Failure** screen. 3. Click **Back** on the screen that appears next. 4. Click **Exit** on the Welcome screen, then remove the CD-ROM. 5. Turn the printer off. 6. Check the cable connection. 7. Restart the computer. 8. Make sure no other applications (including anti-virus programs) are running. 9. Carefully follow the procedures described in the *Easy Setup Instructions* and reinstall the driver.
	Installation does not start automatically when the *Setup CD-ROM* is inserted into the drive	Windows If the printer driver installation did not start automatically when you inserted the *Setup CD-ROM* into the CD-ROM drive: 1. Click **Start** and select **My Computer**. 2. Double-click the CD-ROM icon. For non-Windows XP, double-click the **My Computer** icon on the desktop and then double-click the CD-ROM icon. Macintosh Double-click the CD-ROM icon on your desktop to start installation. If the CD-ROM icon is not displayed, restart your computer. If the icon is still not displayed, try different disks and see if they are displayed. If other disks are displayed, there is a problem with the *Setup CD-ROM*. Contact the Customer Care Center.
	Installation procedure not followed correctly	Follow the *Easy Setup Instructions* packaged with your printer for proper printer driver installation. Windows If the installer was forced to be terminated due to an error, Windows may be unstable. Remove the CD-ROM from the CD-ROM drive and restart your computer. Reinstall the printer driver. If this problem persists, refer to your Windows documentation for more information.

Problem	Possible Cause	Try This
Easy-PhotoPrint Pro does not start up or Easy-PhotoPrint Pro menu does not appear	After Easy-PhotoPrint Pro had been installed, Adobe Photoshop is installed	If the Easy-PhotoPrint Pro menu does not appear on Adobe Photoshop although you have installed Easy-PhotoPrint Pro, make sure that Adobe Photoshop is not running and install Adobe Photoshop Plug-In as described below. Windows 1. Click **Start**, and select **All Programs** (or **Programs**), **Canon Utilities**, **Easy-PhotoPrint Pro** and then **Photoshop Plug-In Installer.** 2. Follow the on-screen instructions to install Adobe Photoshop Plug-In. Macintosh 1. Select **Applications** from the **Go** menu, and double-click the **Canon Utilities** folder, the **Easy-PhotoPrint Pro** folder and then the **Plug-In Installer** icon. 2. Follow the on-screen instructions to install Adobe Photoshop Plug-In. Note **In Macintosh** If you have never started up Adobe Photoshop before, Adobe Photoshop Plug-In cannot be installed.

Cannot Connect to PC Properly

Problem	Possible Cause	Try This
Printing Speed Is Slow / USB 2.0 Hi-Speed Connection Does Not Work	Your environment is not fully compatible with USB 2.0.	If your environment is not fully compatible with USB 2.0, the printer will operate at a lower speed provided under USB 1.1. Check the following to ensure that your PC environment supports USB 2.0 Hi-Speed connection. ● The USB port on your PC supports USB 2.0 Hi-Speed connection. ● Both the USB cable and USB hub support USB 2.0 Hi-Speed connection. Be sure to use a certified USB 2.0 Hi-Speed cable. You are recommended to use the cable no longer than 3 meters (10 feet). ● The operating system of your computer supports the USB 2.0 Hi-Speed connection. Obtain the latest version of the OS update program and install it on your PC. ● The USB 2.0 Hi-Speed driver operates properly. Obtain the latest version of the USB 2.0 Hi-Speed driver and install it on your PC. Important For details on checking the above, contact the maker of your computer, USB cable, or USB hub.
Windows When you connect to a computer running Windows XP, the screen shows the warning message “Hi-speed USB device plugged into non-hi-speed USB hub” or “This device can perform faster”	Your environment is not fully compatible with USB 2.0.	See “**Printing Speed Is Slow / USB 2.0 Hi-Speed Connection Does Not Work**” on page 68.

The Printer Is Vibrating

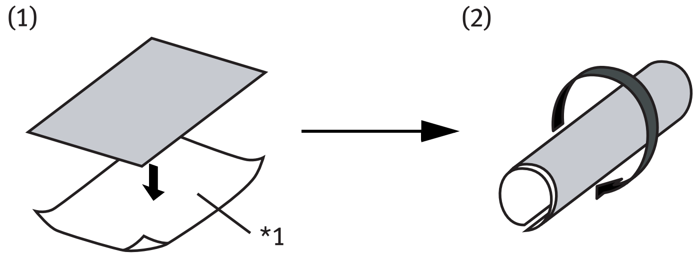
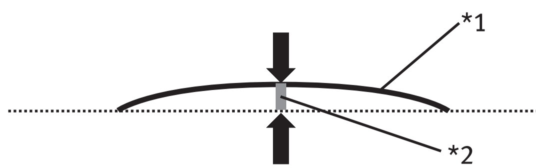
Problem	Possible Cause	Try This
The Printer Is Vibrating	The printer is shaking the ink tanks	When the **POWER** lamp flashes blue and the printer vibrates, the printer is shaking the ink tanks. This is not a malfunction, so wait until the **POWER** lamp stops flashing and stays lit, and the printer stops vibrating. Do not open the Top Cover while the printer is operating (the **POWER** lamp is flashing blue).

Print Results Not Satisfactory or Contains Errors

Problem	Possible Cause	Try This
Printing is Blurred/ Colors are Wrong/ White Streaks appear	Print Head nozzles are clogged	Open the Top Cover and check if all ink lamps are lit. See **"Replacing an Ink Tank"** on page 35. Print the nozzle check pattern to check for uneven ink output. See **"Printing the Nozzle Check Pattern"** on page 48. When a specific color is missing from the nozzle check pattern, clean the Print Head. See **"Print Head Cleaning"** on page 53.
	The particle concentration of the ink becomes uneven in the ink tank, and this is not the optimum condition of the ink for printing	The particles of the ink may settle toward the bottom of the tank. ● Perform Print Head Cleaning. See **"Print Head Cleaning"** on page 53. ● Press the **RESUME/CANCEL** button on the printer to shake the ink tanks. See **"Shaking the Ink Tanks Periodically"** on page 34. To maintain optimal print quality, press the **RESUME/CANCEL** button on the printer about once a week to shake the ink tanks.
	Windows The input profile in the printer driver is incorrect	If printout color of photographs that are taken in Adobe RGB mode is not satisfactory, configure the input profile and then try printing again. It may improve the quality of printout color. 1. Open the printer properties dialog box. See "**Opening the Printer Properties Dialog Box Directly from the Start Menu**" on page 32. 2. On the **Main** tab, select **Manual** for **Color/Intensity**, and then click **Set**. 3. Select **ICM [Windows Image Color Management]** for **Color Correction**. 4. Select **Adobe RGB(1998)** for **Input Profile**. If **Adobe RGB(1998)** is not displayed, install the Adobe RGB(1998) following the procedure described in your setup sheet.
	Print Head is misaligned	Perform Automatic Print Head Alignment. See **"Aligning the Print Head"** on page 61. If this does not solve the problem, refer to "Routine Maintenance" of the *User's Guide* on-screen manual and align the Print Head manually.
	Paper loaded wrong side up	Check the print side of the paper. **Note** Follow the instructions packaged with your specialty media for loading and handling.
	Incorrect paper type	Windows On the **Main** tab of the printer driver, ensure that the **Media Type** selected matches the paper loaded. Macintosh In the **Print** dialog box of the printer driver, select **Quality & Media** from the pop-up menu, and then ensure that the **Media Type** selected matches the paper loaded.

Problem	Possible Cause	Try This
Printing is Blurred/ Colors are Wrong/ White Streaks appear	Print Quality is not set properly	Be sure to set the **Print Quality** setting to **High** in Windows, or **Fine** in Macintosh. **Windows** 1. Open the printer properties dialog box. 2. On the **Main** tab, click **High** for the **Print Quality** setting. When you cannot choose the **High** setting or when the print quality does not improve, select **Custom**, click **Set** and then adjust the **Quality** bar for higher print quality. **Macintosh** 1. Open the **Print** dialog box. 2. Select **Quality & Media** from the pop-up menu and then click **Detailed Setting**. 3. Drag the **Print Quality** slide bar to the **Fine** end.
	Printing in grayscale using the printer driver or Easy-PhotoPrint Pro	When printing in grayscale, depending on an image, the printing troubles may occur on the top and/or bottom edges of the paper such as uneven coloration or white streaks. In this case, we recommend printing with the top and bottom margins of the paper set to more than 45 mm / 1.77 inches using the Easy-PhotoPrint Pro provided on the *Setup CD-ROM* or your page layout software. To set margins using the Easy-PhotoPrint Pro, print following the procedure described in "Printing Grayscale Photos from Easy-PhotoPrint Pro" in "Grayscale Printing" in the *Digital Photo Printing Guide* on-screen manual. If you want to print with no margin, convert the image to grayscale using an image-editing software or the like, then print it without the **Grayscale Printing** setting in the printer driver. To do so, in Windows, clear the **Grayscale Printing** check box on the **Main** tab, then print. In Macintosh, select **Quality & Media** from the pop-up menu in the **Print** dialog box, and clear the **Grayscale Printing** check box, then print. If printing using the Easy-PhotoPrint Pro provided on the *Setup CD-ROM* after converting to grayscale, clear the **Grayscale Photo** check box. The gray balance of the image printed after grayscale conversion may seem different compared with the one printed with the **Grayscale Printing** setting in the printer driver or the **Grayscale Photo** setting in the Easy-PhotoPrint Pro.
Printed Ruled Lines are Displaced	Print Head is misaligned	Align the Print Head. See "**Aligning the Print Head**" on page 61.
	Print Quality is not set properly	Be sure to set the **Print Quality** setting to **High** in Windows, or **Fine** in Macintosh. **Windows** 1. Open the printer properties dialog box. 2. On the **Main** tab, click **High** for the **Print Quality** setting. When you cannot choose the **High** setting or when the print quality does not improve, select **Custom**, click **Set** and then adjust the **Quality** bar for higher print quality. **Macintosh** 1. Open the **Print** dialog box. 2. Select **Quality & Media** from the pop-up menu and then click **Detailed Setting**. 3. Drag the **Print Quality** slide bar to **Fine** end.

Problem	Possible Cause	Try This
Printed Paper Curls or Ink Blots	Paper being used is too thin	Use photo paper to print photos or pictures in deep color that have high color saturation.
	Incorrect paper type	Windows On the **Main** tab of the printer driver, ensure that the **Media Type** selected matches the paper loaded. Macintosh In the **Print** dialog box of the printer driver, select **Quality & Media** from the pop-up menu, and then ensure that the **Media Type** selected matches the paper loaded.
Printed Surface is Scratched/Back of Paper is Smudged	Inappropriate paper type is used	Check to see if the paper you are printing on is too thick or curled. See **"Print Media to Avoid"** on page 4. Note that smudging may occur at the top and bottom edges of the paper when using **Borderless Printing**. Ensure that the paper you are using is compatible with **Borderless Printing**.
	Paper feed roller is dirty	Clean the paper feed roller. See **"Paper Feed Roller is dirty"** in **"Paper Does Not Feed Properly"** on page 75.
	Inside of the printer is dirty	If the inside of the printer is stained with excess ink, the printed paper may be smudged. Periodically clean the inside of the printer. See "Cleaning the Inside of the Printer" in the *User's Guide* on-screen manual.
	Thick paper is used	Select the **Prevent paper abrasion** check box to widen the clearance between the Print Head and the loaded paper. The settings here are also applied under Direct Printing from a digital camera. **Note** Clear the **Prevent paper abrasion** check box once printing is complete, and then click **Send**. Windows 1. Open the printer properties dialog box. 2. Click the **Maintenance** tab and then **Custom Settings**. 3. Select the **Prevent paper abrasion** check box and click **Send**. Click **OK** when the confirmation message appears. Macintosh 1. Open the **Canon IJ Printer Utility** dialog box. 2. Select **Custom Settings** from the pop-up menu. 3. Select the **Prevent paper abrasion** check box and click **Send**. Click **OK** when the confirmation message appears. **Note** Paper abrasion can be prevented by pressing the **RESUME/CANCEL** button on the printer. With the printer on, hold down the **RESUME/CANCEL** button until the **POWER** lamp flashes blue seven times, and then release the button. To cancel the setting, turn off the printer.
	Board paper or especially thick paper is used	If you are printing on board paper or especially thick paper (from 0.6 mm / 23 mil to 1.2 mm / 47 mil), select **Board Paper** from **Media Type** in the printer driver. The printed surface may be scratched or a malfunction may occur if **Media Type** is set to anything other than **Board Paper**. Paper that is thicker than 1.2 mm / 47 mil cannot be used.

Problem	Possible Cause	Try This
Printed Surface is Scratched/Back of Paper is Smudged	Media is curled	If the paper is curled, it may become marked or not feed properly. Use paper after correcting paper curl as follows. When using Photo Paper Plus Semi-gloss, even if the sheet is curled, load one sheet at a time as it is. If you roll up this paper to flatten, this may cause cracks on the surface of the paper and reduce the print quality. 1. Place the paper on a flat surface with the print side*1 face up, then cover it with plain regular paper to avoid damaging the surface. 2. Roll up the paper in the opposite direction as shown in the figure below.  3. Check the printing paper if paper curl is corrected within approximately 2 to 5 mm / 0.08 to 0.2 inches*2. It is recommended to print the curl-corrected paper one sheet at a time. 

Troubleshooting Printer Hardware

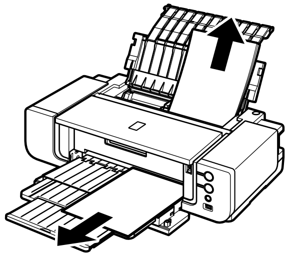
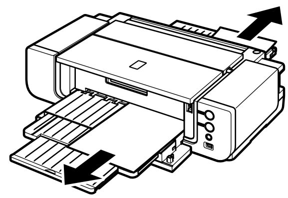
Problem	Possible Cause	Try This
Printer Does Not Start or Printer Stops During Print Jobs	The printer is warming up or processing data	Wait for a while. The printer will automatically start printing, when it finishes warming up or processing data.
	Ink tank is not installed in the correct position	Open the Top Cover, and make sure that the ink lamp lights red. If the ink lamp flashes red fast (at about one second interval), the ink tank may have been installed in a wrong position. Make sure that the correct ink tank color is inserted in each position. See "**Replacing an Ink Tank**" on page 35.
	Ink tank is empty	If the ink lamp flashes red fast (at about one second interval) even though each ink tank is installed in its appropriate position, ink is empty. Check the number of how many the **ALARM** lamp flashes orange, then replace the ink tank. See "**Replacing an Ink Tank**" on page 35. **Note** ● If multiple ink lamps are flashing, check how fast they flash. Fast flashing (at about one second interval) indicates the ink is empty. Slow flashing (at about three second interval) indicates ink is low. For details on different flashing speeds, see "**Getting the Ink Level Information**" on page 36. ● When the ink lamp is unlit and the **ALARM** lamp on the printer is also unlit, the function for detecting the remaining ink level has been released. Replacing with a new ink tank will activate this function again.
	Ink tank is not fully inserted	When the ink lamp is unlit, press the PUSH mark on the ink tank until it clicks into place. The ink lamp lights red when the ink tank is fully inserted. **Note** When the ink lamp is unlit and the **ALARM** lamp on the printer is also unlit, the function for detecting the remaining ink level has been released. Replacing with a new ink tank will activate this function again.
	Incorrect page size is selected	Press the **RESUME/CANCEL** button on the printer to clear the error. Then check the **Page Size** setting in the **Page Setup** tab (Windows) or the **Page Setup** dialog box (Macintosh) in the printer driver and load paper that is the same size as the setting and try printing again. If printing does not start even when the paper loaded in the printer is the same as the setting, set the printer driver not to detect the width of the paper. See "**Error Regarding the Width of Paper**" on page 83.
	Incorrect paper type and page size	When using Fine Art Paper "Museum Etching", Fine Art Paper "Photo Rag", Fine Art Paper Premium Matte, or non-Canon genuine specialty paper, be sure to select the type of each media from **Media Type** and a paper size which says "Art XX [Margin 35 mm]" from **Page Size**. For more details on printer driver settings, refer to the appropriate section in "Printing Media" in the *User's Guide* on-screen manual. Check the settings with the following procedure and then try printing again. 1. Ensure that a paper size which says "Art XX [Margin 35 mm]" is selected in the application. If the paper size you want to use is not displayed, open the **File** menu of the application and select **Print**. Then ensure that the name of your printer is selected. 2. Ensure that the paper selected for **Media Type** in the **Main** tab (Windows) or the **Quality & Media** in the pop-up menu of the **Print** dialog box (Macintosh) in the printer driver matches the paper loaded in the printer. 3. Ensure that the **Page Size** setting in the **Page Setup** tab (Windows) or the **Page Setup** dialog box (Macintosh) in the printer driver is the same as the size set in step 1.

Problem	Possible Cause	Try This
Printer Does Not Start or Printer Stops During Print Jobs	Other than Letter-sized paper is loaded when printing the nozzle check pattern or the print head alignment patterns	If other than Letter-sized paper is loaded, you cannot print these patterns. Press the **RESUME/CANCEL** button on the printer to clear the error, and load Letter-sized plain paper in the Auto Sheet Feeder. Then try performing again. **Note** If an error occurs while performing Automatic Print Head Alignment, there could be a different cause. For details, see "Eleven flashes" in "**Handling Error Messages**" on page 77.
	There may be problems with your operating system	Restart your computer. It may solve the problem. Delete an undesired print job, if there is any. Use **Canon IJ Status Monitor** in Windows or click the printer's icon in the Dock in Macintosh for the deletion. Windows 1. Open the printer properties dialog box. See "**Opening the Printer Properties Dialog Box Directly from the Start Menu**" on page 32. 2. Click the **Maintenance** tab and then **View Printer Status**. 3. Click **Display Print Queue**. 4. Select **Cancel All Documents** in the **Printer** menu. You may not be able to select this depending on the privileges of the account. 5. When the confirmation message is displayed, click **Yes**. The print job is deleted. Macintosh 1. Click the printer's icon in the Dock and display the list of print jobs in progress. If you are using Mac OS X v.10.2.8, click on the printer icon in the Dock to start up the **Print Center** and double-click on the name of your printer in the **Printer List** to open a list of print jobs in progress. 2. Select the print job to delete and click . The print job is deleted.
Cannot Print to End of Job	Windows The size of the print data is too large	Check the size of the print data. For Windows XP and Windows 2000, if the size of the data is too large, part of it may be lost. When the spool format is EMF, follow the procedure below. 1. Open the printer properties dialog box. 2. On the **Page Setup** tab, click **Print Options**. 3. Select the **Reduce spool data size** check box, and click **OK**. **Important** When **Reduce spool data size** is set, the print quality may be degraded.
	Photo paper plus glossy is used	If printing stops frequently and there are problems with the print quality when printing on Photo Paper Plus Glossy, quit any applications that you are not using and reduce the number of prints to one.
Part of the Page Is Not Printed	Incorrect page size is selected	Ensure that the page size setting matches the size of the paper loaded in the printer: ● Check the Page Size setting from within your application to ensure that it matches the size of the paper loaded. ● Check Page Size on the **Page Setup** tab in the printer properties dialog box of the printer driver (Windows) or the **Page Setup** dialog box of the printer driver (Macintosh) to ensure that it matches the size of the paper loaded.

Paper Does Not Feed Properly

Problem	Possible Cause	Try This
Paper Does Not Feed Properly	Inappropriate paper type is used	Check to see if the paper you are printing on is too thick, too heavy, or curled. See "**Print Media to Avoid**" on page 4.
	Paper Feed Roller is dirty	Follow the steps described below to clean the Paper Feed Rollers. Cleaning the Paper Feed Rollers consumes them, so perform this procedure only when necessary. **Note** Ensure that the Inner Cover is closed. 1. Ensure that the printer is on and there is no paper loaded in the printer. 2. Gently press the ◎ ◎ ◎ mark on the Front Tray to open the Front Tray, then pull out the Front Tray Extension. 3. Hold down the **RESUME/CANCEL** button and release after the **POWER** lamp flashes blue three times. The Paper Feed Rollers will rotate as they clean. 4. Repeat step 3 twice. 5. Load three or more sheets of Letter-sized plain paper lengthways in the Auto Sheet Feeder. 6. Hold down the **RESUME/CANCEL** button and release after the **POWER** lamp flashes blue three times. The paper cleans the inside of the printer as it feeds through the printer. 7. Repeat step 6 three times. If repeating this procedure three times or more does not solve the problem, contact the Customer Care Center.
	Paper is loaded incorrectly	Always load paper in the portrait orientation in the Auto Sheet Feeder or Front Tray regardless of the print direction selected in the printer driver. Ensure that paper is loaded correctly. When loading paper in the Auto Sheet Feeder, slide the Paper Guide against the paper stack. See "**Loading Paper**" on page 4.
	A large quantity of plain paper is loaded in the Auto Sheet Feeder	Depending on the environment in which it is used (high temperature/high humidity/low temperature/low humidity), some types of plain paper may not feed correctly. If this happens, reduce the number of pages loaded to about the half the recommended maximum (stack approx. 5 mm or 0.2 inches high).
	Heavy art paper is loaded in the Auto Sheet Feeder	If you are using art paper that is not produced by Canon, ensure that the paper is 200 gsm (53 lb) or less. Printing cannot be done from the Auto Sheet Feeder if the paper is too heavy. Check the paper's package for information on its weight. If it is more than 200 gsm (53 lb), load it in the Front Tray.

Paper Jams

Problem	Possible Cause	Try This
Paper Jams	Paper jams in the Auto Sheet Feeder/ Front Tray/Rear Support	Remove the paper according to the following procedure. 1. Slowly pull the paper out, from the Auto Sheet Feeder, the Front Tray, or the back of the printer, whichever is easier.  **Feeding from the Auto Sheet Feeder**  **Feeding from the Front Tray** If the paper tears and a piece remains inside the printer, open the Top Cover and remove it. Be careful not to touch the components inside the printer at this time. After removing all paper, close the Top Cover, turn the printer off and turn it back on. 2. Reload the paper into the printer, and press the **RESUME/CANCEL** button on the printer. • Set the Paper Guide correctly when printing from the Auto Sheet Feeder. The paper may not feed properly if the Paper Guide is not set correctly. See step (3) in “**Load the paper.**” on page 6. • If you have turned off the printer in step 1, you will need to try printing again, because this operation cancels any print jobs in progress. **Note** When reloading the paper into the printer, refer to “**Paper Does Not Feed Properly**” on page 75 to confirm that you are using the correct paper and are loading it into the printer correctly. If you cannot remove the paper or the paper tears inside the printer, or if the paper jam error continues after removing the paper, contact the Customer Care Center.

Handling Error Messages

When a printer error occurs, the **ALARM** lamp flashes orange in the way as shown below. The number of flashes (orange) indicates the type of error that has occurred. Count the flashes and take the appropriate action to correct the error.



Number of Flashes	Possible Cause	Try This
Two flashes	No paper in the Auto Sheet Feeder	Reload paper to the Auto Sheet Feeder and press the **RESUME/CANCEL** button.
Three flashes	Front Tray or Rear Support is closed/ Paper jam	If the Front Tray is closed, open it to resume printing. If the Rear Support is closed when printing from the Front Tray, open it and press the **RESUME/CANCEL** button on the printer. If the error still remains when the Front Tray or the Rear Support is opened, paper may be jammed. Remove the jammed paper, reload paper in the printer, then press the **RESUME/CANCEL** button. See "**Paper Jams**" on page 76.
Four flashes	The ink tank is not installed properly/ The ink has run out	Possible causes are as follows: ● The ink tank may not be installed properly (The lamp on the ink tank is off). Install the appropriate ink tank. ● Ink has run out (The lamp on the ink tank flashes). Replace the ink tank and close the Top Cover. If printing is in progress and you want to continue printing, press the **RESUME/ CANCEL** button with the ink tank installed. Then printing can continue under the ink out condition. Replace the empty ink tank immediately after the printing. The printer may be damaged if printing is continued under the ink out condition. See "**Replacing Ink Tanks**" on page 42. **Note** If multiple ink lamps are flashing, check how fast they flash. Fast flashing (at about one second interval) indicates the ink is empty. Slow flashing (at about three second interval) indicates ink is low. For details on different flashing speeds, see "**Getting the Ink Level Information**" on page 36.
Five flashes	Print Head is not installed/Defective Print Head	Install the Print Head. If the Print Head is already installed, remove the Print Head and reinstall it. If this error still remains, the Print Head may be damaged. Contact the Customer Care Center.
Six flashes	Inner Cover is open	Close the Inner Cover and press the **RESUME/CANCEL** button. Do not open or close the Inner Cover during printing because this can damage the printer.
Seven flashes	The ink tank is not installed in the appropriate position	Possible causes are as follows: ● Some ink tanks are not installed in place. ● More than one ink tanks of the same color are installed. Confirm that the ink tanks are installed in the appropriate positions. See "**Replacing an Ink Tank**" on page 35.

Number of Flashes	Possible Cause	Try This
Eight flashes	Ink absorber almost full	The printer has a built-in ink absorber for the ink used during print head cleaning, for example. Eight flashes indicates that the ink absorber is nearly full. Press the **RESUME/CANCEL** button to cancel the error so you can continue printing. Before the ink absorber becomes completely full, contact the Customer Care Center. (You will need to replace a particular part of the printer.) **Important** Canon recommends that you call for service as soon as this error occurs. Once the ink absorber becomes completely full, printing cannot be performed until the ink absorber is replaced.
Nine flashes	A specified period of time has elapsed without receiving a response from the digital camera/The digital camera or digital video camcorder connected is not compatible with this printer	● A communication time out occurs if an operation that involves communication takes too long or if it takes too much time to send data. This may stop printing. Disconnect the camera cable and reconnect it. **Note** Depending on the model or brand of your PictBridge compliant device, you may have to select a print mode before connecting the device. You may also have to turn on the device or select Play mode manually after connecting the device to the printer. Perform necessary operations according to the instruction manual supplied with your device. If the error is still unresolved, try printing other photographs and see if you can print it. ● Check if a device connecting to the Direct Print Port is compatible to the printer. PictBridge-compatible digital camera or digital video camcorder can be connected to your printer for Direct Printing.
Ten flashes	The Front Tray is not set to its correct position/The Front Tray was moved during printing	When printing from the Auto Sheet Feeder, return the Front Tray to its normal printing position. Ensure that paper is loaded in the Auto Sheet Feeder and then press the **RESUME/CANCEL** button on the printer to resume printing. Refer to **"Returning the Front Tray to Its Normal Printing Position"** on page 14 for details about how to return the Front Tray to its normal printing position. If you have moved the Front Tray during printing, return the Front Tray to the correct position, then press the **RESUME/CANCEL** button on the printer and try printing again. Do not move the Front Tray during printing.

Number of Flashes	Possible Cause	Try This
Eleven flashes	Automatic print head alignment failed/The Page Size setting does not match the size of the paper loaded in the printer	**When performing Automatic Print Head Alignment** Possible causes are as follows: ● Letter-sized paper is not loaded on the Auto Sheet Feeder. Press the **RESUME/CANCEL** button on the printer to clear the error, then load two sheets of Letter-sized plain paper in the Auto Sheet Feeder. Automatic print head alignment cannot be performed using paper from the Front Tray. For automatic print head alignment, always load paper in the Auto Sheet Feeder. ● Print Head nozzles are clogged. Press the **RESUME/CANCEL** button on the printer to clear the error, and then print out the nozzle check pattern to examine the print head condition. See "**Printing the Nozzle Check Pattern**" on page 48 for information on how to print a nozzle check pattern. ● The Paper Output Slot has been exposed to a strong light source preventing correct print head alignment. Press the **RESUME/CANCEL** button to clear the error and move the printer to a darker location. After carrying out the above measures, if the problem continues after aligning the Print Head again, press the **RESUME/CANCEL** button to clear the error, and then perform manual print head alignment. For details on manual print head alignment, refer to "Aligning the Print Head" in the *User's Guide* on-screen manual. **When printing the nozzle check pattern or performing Manual Print Head Alignment** Other than Letter-sized paper is loaded. Press the **RESUME/CANCEL** button on the printer to clear the error, and load Letter-sized plain paper in the Auto Sheet Feeder. Then try performing again. **When performing an ordinary print job** Press the **RESUME/CANCEL** button on the printer to clear the error. Then check the **Page Size** setting in the **Page Setup** tab (Windows) or the **Page Setup** dialog box (Macintosh) in the printer driver and load paper that is the same size as the setting and try printing again. If this error occurs even when the paper loaded in the printer is the same as the setting, set the printer driver not to detect the width of the paper. See "**Error Regarding the Width of Paper**" on page 83.
Twelve flashes	The paper is not loaded correctly in the Front Tray	Press the **RESUME/CANCEL** button on the printer to clear the error, and then load the paper correctly in the Front Tray according to the procedure described in "**Loading Paper in the Front Tray**" on page 9 and try printing again.
Fourteen flashes	The ink tank cannot be recognized	The ink tank may not be compatible with this printer (The lamp on the ink tank is off). Install the appropriate ink tank. See "**Replacing an Ink Tank**" on page 35.
Fifteen flashes	The ink tank cannot be recognized	Ink tank errors have occurred (The lamp on the ink tank is off). Replace the ink tank. See "**Replacing an Ink Tank**" on page 35.
Seventeen Flashes	Printer detected ink out condition	Printer detected ink out condition (The lamp on the ink tank flashes). To avoid printing troubles such as the mixing of inks, this printer is designed to stop printing by flashing the **ALARM** lamp orange seventeen times when the remaining ink level in an ink tank goes under the amount of ink required to maintain both printer and print quality. Stop printing, replace the ink tank, and then print again. See "**Replacing Ink Tanks**" on page 42. **Note** If multiple ink lamps are flashing, check how fast they flash. Fast flashing (at about one second interval) indicates the ink is empty. Slow flashing (at about three second interval) indicates ink is low. For details on different flashing speeds, see "**Getting the Ink Level Information**" on page 36.

Number of Flashes	Possible Cause	Try This
Eighteen Flashes	Printer detected ink out condition	Printer detected ink out condition (The lamp on the ink tank flashes). If you want to continue printing, replace the ink tank and close the Top Cover. Click **Cancel Printing** (Windows) or **Stop Job** (Macintosh) to stop printing if you do not have a new ink tank. Be sure to replace the empty ink tank before resuming printing. You can continue printing under the ink out condition, but this may cause the printing trouble such as the mixing of inks, or a printer malfunction. If you want to continue printing, you need to release the function for detecting the remaining ink level. To release this function, press and hold the **RESUME/CANCEL** button for at least 5 seconds, and then release it. * Releasing the function for detecting the remaining ink level is memorised. Please be advised that Canon shall not be liable for any malfunction or trouble which may be caused by continuation of printing or refilling of ink. See “**Replacing Ink Tanks**” on page 42. **Note** ● If multiple ink lamps are flashing, check how fast they flash. Fast flashing (at about one second interval) indicates the ink is empty. Slow flashing (at about three second interval) indicates ink is low. For details on different flashing speeds, see “**Getting the Ink Level Information**” on page 36. ● For details on how to resolve this error that has occurred when printing from a digital still camera or digital video camcorder, see "Ink Error" in “**An Error Message is Displayed on a PictBridge Compliant Device**” on page 85.
Note	**ALARM** (orange) lamp is lit	The printer is not ready to feed paper from the Front Tray yet. Load the paper correctly in the Front Tray according to the procedure described in “**Loading Paper in the Front Tray**” on page 9 and press the **RESUME/CANCEL** button on the printer.
Note	**POWER** (blue) and **ALARM** (orange) lamps flash alternately	An error that requires contacting the Customer Care Center may have occurred. Disconnect the printer cable from the printer, and then turn the printer off and unplug the printer from the power supply. Plug the printer back in and turn the printer back on after leaving it for a while. If the problem remains, contact the Customer Care Center.

An Error Message Appears on the Screen

Problem	Possible Cause	Try This
Windows Writing Error/ Output Error/ Communication Error	Printer is not ready	Ensure that the **POWER** lamp lights. If the **POWER** lamp is off, turn the printer on. The **POWER** lamp will flash blue when the printer is initializing. Wait until the **POWER** lamp stops flashing and remains lit blue. When the **ALARM** lamp is flashing orange, an error may have occurred in the printer. For details on how to resolve the error, refer to "**Handling Error Messages**" on page 77.
	Printer port setting does not match the interface connected to the printer	Check the printer port settings. 1. Click **Start** and select **Control Panel**, **Printers and Other Hardware**, and then **Printers and Faxes**. For non-Windows XP, click **Start**, select **Settings**, and then **Printers**. 2. Select the icon of your printer. 3. Open the **File** menu and select **Properties**. 4. Click the **Ports** tab to confirm the port settings. Make sure that a port named **USBnnn** (**Canon Pro9500 series**) (where "n" is a number) is selected for **Print to the following port(s)**. If the port setting is not correct, change the port setting according to the interface you are using on the **Ports** tab, or reinstall the printer driver.
	Faulty connection	Ensure that the printer is securely connected to the computer. **Note** ● If you are using a relay device such as a USB hub, disconnect it, connect the printer directly to the computer, and try printing again. If printing starts normally, there is a problem with the relay device. Consult the reseller of the relay device for details. ● There could also be a problem with the USB cable. Replace the USB cable and try printing again.
	Printer driver is not installed properly	Uninstall then reinstall the printer driver. 1. Click **Start**, and select **All Programs** (or **Programs**), the name of your printer, and **Uninstall**. 2. Follow the on-screen instructions to uninstall the driver. 3. Follow the procedures described in the *Easy Setup Instructions* and reinstall the printer driver.

Problem	Possible Cause	Try This
Error Regarding the Auto Sheet Feeder or Front Tray	The printer is not ready to feed paper from the Front Tray yet	Load the paper correctly in the Front Tray according to the procedure described in **“Loading Paper in the Front Tray”** on page 9 and press the **RESUME/CANCEL** button on the printer.
	A paper size that cannot feed from the Auto Sheet Feeder is selected in the printer driver	Windows Click **Cancel Printing**, in the dialog box that is displayed. Then select **Front Tray** from **Paper Source** on the **Main** tab in the printer driver. Load the paper in the Front Tray and try printing again. Macintosh Click **Delete Job** in the dialog box that is displayed. Select **Quality & Media** from the pop-up menu in the **Print** dialog box and select **Front Tray** from **Paper Source**. Then load the paper in the Front Tray and try printing again.
	A paper size that cannot feed from the Front Tray is selected in the printer driver	Windows Click **Cancel Printing**, in the dialog box that is displayed. Then select **Auto Sheet Feeder** from **Paper Source** on the **Main** tab in the printer driver. Load the paper in the Auto Sheet Feeder and try printing again. Macintosh Click **Delete Job** in the dialog box that is displayed. Select **Quality & Media** from the pop-up menu in the **Print** dialog box and select **Auto Sheet Feeder** from **Paper Source**. Then load the paper in the Auto Sheet Feeder and try printing again.
	The paper is not loaded correctly in the Front Tray	Press the **RESUME/CANCEL** button on the printer to clear the error, and then load the paper correctly in the Front Tray according to the procedure described in **“Loading Paper in the Front Tray”** on page 9 and try printing again.
	The Front Tray is up when printing from the Auto Sheet Feeder starts	Return the Front Tray to its normal printing position. Ensure that paper is loaded in the Auto Sheet Feeder and then press the **RESUME/CANCEL** button on the printer to resume printing. Refer to **“Returning the Front Tray to Its Normal Printing Position”** on page 14 for details about how to return the Front Tray to its normal printing position.
	The Front Tray is pulled up while printing from the Auto Sheet Feeder	Return the Front Tray to its normal printing position, then press the **RESUME/CANCEL** button on the printer and try printing again. Refer to **“Returning the Front Tray to Its Normal Printing Position”** on page 14 for details about how to return the Front Tray to its normal printing position. Do not move the Front Tray during printing.
	The Front Tray is pulled down while printing from the Front Tray	Return the Front Tray to the Front Paper Feeding Position, then press the **RESUME/CANCEL** button on the printer and try printing again. Refer to **“Loading Paper in the Front Tray”** on page 9 for details about how to return the Front Tray to the Front Paper Feeding Position. Do not move the Front Tray during printing.

Problem	Possible Cause	Try This
Error Regarding the Width of Paper	The Page Size setting does not match the size of the paper loaded in the printer	Press the **RESUME/CANCEL** button on the printer to clear the error. Then check the **Page Size** setting in the **Page Setup** tab (Windows) or the **Page Setup** dialog box (Macintosh) in the printer driver and load paper that is the same size as the setting and try printing again. If this message appears even when the paper loaded in the printer is the same as the setting, set the printer driver not to detect the width of the paper. The settings here are also applied under Direct Printing from a digital camera. **Note** Select the **Detect paper width** check box again once printing is complete, and then click **Send**. **Windows** 1. Open the printer properties dialog box. 2. Click the **Maintenance** tab and then **Custom Settings**. 3. Clear the **Detect paper width** check box, and then click **Send**. Click **OK** when the confirmation message appears. **Macintosh** 1. Open the **Canon IJ Printer Utility**. 2. Select **Custom Settings** from the pop-up menu. 3. Clear the **Detect paper width** check box, and then click **Send**. Click **OK** when the confirmation message appears.
	Other than Letter-sized paper is loaded when printing the nozzle check pattern or the print head alignment patterns	If other than Letter-sized paper is loaded, you cannot print these patterns. Press the **RESUME/CANCEL** button on the printer to clear the error, and load Letter-sized plain paper in the Auto Sheet Feeder. Then try performing again.
Macintosh "Error No.: 92"	A paper size that cannot feed from the Auto Sheet Feeder is selected in the printer driver	Click **Delete Job** in the dialog box that is displayed. Select **Quality & Media** from the pop-up menu in the **Print** dialog box and select **Front Tray** from **Paper Source**. Then load the paper in the Front Tray and try printing again.
Macintosh "Error No.: 93"	A paper size that cannot feed from the Front Tray is selected in the printer driver	Click **Delete Job** in the dialog box that is displayed. Select **Quality & Media** from the pop-up menu in the **Print** dialog box and select **Auto Sheet Feeder** from **Paper Source**. Then load the paper in the Auto Sheet Feeder and try printing again.

Problem	Possible Cause	Try This
Macintosh "Error No.: 300"	Printer is not ready	Ensure that the **POWER** lamp lights blue. If the **POWER** lamp is off, turn the printer on. The **POWER** lamp will flash blue when the printer is initializing. Wait until the **POWER** lamp stops flashing. When the **ALARM** lamp is flashing orange, an error may have occurred in the printer. For details on how to resolve the error, refer to "**Handling Error Messages**" on page 77.
	Printer is not properly connected	Ensure that the printer is securely connected to the computer. **Note** ● If you are using a relay device such as a USB hub, disconnect it, connect the printer directly to the computer, and try printing again. If printing starts normally, there is a problem with the relay device. Consult the reseller of the relay device for details. ● There could also be a problem with the USB cable. Replace the USB cable and try printing again.
	Printer you want to use is not selected on the **Printer** pop-up menu on the **Print** dialog box	Select **Pro9500 series** on the **Printer** pop-up menu on the **Print** dialog box. If **Pro9500 series** does not appear on the **Printer** pop-up menu, do the following to confirm the printer settings: 1. Select **Print & Fax Preferences** from the **Printer** pop-up menu. When using Mac OS X v.10.3.x or Mac OS X v.10.2.8, select **Edit Printer List** from the **Printer** pop-up menu. 2. Ensure that **Pro9500 series** is displayed and the check box is selected in the screen that is displayed. When using Mac OS X v.10.2.8, ensure that **Pro9500 series** is displayed in the **Printer List**. 3. If **Pro9500 series** is not displayed in the screen displayed in step 2, click **Add(+)** to add the printer. If you cannot add the printer, follow the procedures described in the *Easy Setup Instructions* and reinstall the driver.
Macintosh "Error No.: 1281"	The Front Tray is up when printing from the Auto Sheet Feeder starts	Return the Front Tray to its normal printing position. Ensure that paper is loaded in the Auto Sheet Feeder and then press the **RESUME/CANCEL** button on the printer to resume printing. Refer to "**Returning the Front Tray to Its Normal Printing Position**" on page 14 for details about how to return the Front Tray to its normal printing position.
Macintosh "Error No.: 1283"	The Front Tray is pulled up while printing from the Auto Sheet Feeder	Return the Front Tray to its normal printing position, then press **RESUME/CANCEL** button on the printer and try printing again. Refer to "**Returning the Front Tray to Its Normal Printing Position**" on page 14 for details about how to return the Front Tray to its normal printing position. Do not move the Front Tray during printing.
Macintosh "Error No.: 1284"	The Front Tray is pulled down while printing from the Front Tray	Return the Front Tray to the Front Paper Feeding Position, then press the **RESUME/CANCEL** button on the printer and try printing again. Refer to "**Loading Paper in the Front Tray**" on page 9 for details about how to return the Front Tray to the Front Paper Feeding Position. Do not move the Front Tray during printing.
Macintosh "Error No.: 1320"	The printer is not ready to feed paper from the Front Tray yet	Load the paper correctly in the Front Tray according to the procedure described in "**Loading Paper in the Front Tray**" on page 9 and press the **RESUME/CANCEL** button on the printer.
Macintosh "Error No.: 1321"	The paper is not loaded correctly in the Front Tray	Press the **RESUME/CANCEL** button on the printer to clear the error, and then load the paper correctly in the Front Tray according to the procedure described in "**Loading Paper in the Front Tray**" on page 9 and try printing again.

Problem	Possible Cause	Try This
Macintosh "Error No.: 1700"	The ink absorber is nearly full	The printer has a built-in ink absorber to hold the ink used during print head cleaning, for example. This error message indicates that this ink absorber is nearly full. Press the **RESUME/CANCEL** button to clear the error so you can continue printing. Before the ink absorber becomes completely full, contact the Customer Care Center. When you experience this error, you will need to call for servicing to replace the ink absorber and to check the printer for proper operation.
Macintosh "Error No.: 1851"	Inner Cover is open when printing starts	Close the Inner Cover, then press the **RESUME/CANCEL** button to resume printing.
Macintosh "Error No.: 1856"	Inner Cover is opened while printing	Close the Inner Cover, then press the **RESUME/CANCEL** button. One page of the print data being sent at the time of the error will be erased, so print that page again.
Macintosh "Error No.: 2001"	A specified period of time has elapsed without receiving a response from the digital camera/The digital camera or digital video camcorder connected is not compatible with this printer	● A communication time out occurs if an operation that involves communication takes too long or if it takes too much time to send data. This may stop printing. Disconnect the camera cable and reconnect it. **Note** Depending on the model or brand of your PictBridge compliant device, you may have to select a print mode before connecting the device. You may also have to turn on the device or select Play mode manually after connecting the device to the printer. Perform necessary operations according to the instruction manual supplied with your device. If the error is still unresolved, try printing other photographs and see if you can print it. ● Check if a device connecting to the Direct Print Port is compatible to the printer. PictBridge-compatible digital camera or digital video camcorder can be connected to your printer for Direct Printing.
Macintosh "Error No.: 2500"	Automatic Print Head alignment failed	See "Eleven flashes" in "**Handling Error Messages**" on page 77.

An Error Message is Displayed on a PictBridge Compliant Device

The following are the possible errors that may occur when printing directly from a digital still camera or digital video camcorder*, and the countermeasures to eliminate them.

*Hereafter, the digital still camera and digital video camcorder are collectively called a digital camera or camera.

Camera Error Message	Possible Cause	Try This
Printer in use	Images are being printed from the computer	Wait until printing ends.
	The printer is warming up	Wait until warm-up ends. When it is ready, the printer starts printing automatically.
No paper	No paper in the Auto Sheet Feeder	Load the paper in the Auto Sheet Feeder, and select **Continue*** in the display on your camera. * To resume printing, you can press the **RESUME/CANCEL** button on the printer instead of selecting **Continue.**

Camera Error Message	Possible Cause	Try This
Paper Error	The printer is not ready to feed paper from the Front Tray yet (Printer **ALARM** lamp is lit orange.)	Load the paper correctly in the Front Tray according to the procedure described in "**Loading Paper in the Front Tray**" on page 9 and press the **RESUME/CANCEL** button on the printer.
	The Front Tray or the Rear Support is closed (Printer **ALARM** lamp flashes orange three times.)	If the Front Tray is closed, open it to resume printing. If the Rear Support is closed when printing from the Front Tray, open it and select **Continue*** in the display on your camera. * To resume printing, you can press the **RESUME/CANCEL** button on the printer instead of selecting **Continue**.
	The Inner Cover is open (Printer **ALARM** lamp flashes orange six times.)	Close the Inner Cover and select **Stop** in the display on your camera to stop printing.
	The Front Tray is not set to its correct position or the Front Tray was moved during printing (Printer **ALARM** lamp flashes orange ten times.)	When printing from the Auto Sheet Feeder, return the Front Tray to its normal printing position. Ensure that paper is loaded in the Auto Sheet Feeder and then select **Continue*** in the display on your camera to resume printing. Refer to "**Returning the Front Tray to Its Normal Printing Position**" on page 14 for details about how to return the Front Tray to its normal printing position. If you have moved the Front Tray during printing, select **Stop** in the display on your camera to stop printing. Return the Front Tray to the correct position, and try printing again. Do not move the Front Tray during printing. * To resume printing, you can press the **RESUME/CANCEL** button on the printer instead of selecting **Continue**.
	The **Paper size** setting does not match the size of the paper loaded in the printer (Printer **ALARM** lamp flashes orange eleven times.)	Select **Stop** in the display on your camera to stop printing. Check the **Paper size** setting on the PictBridge compatible device and then load paper that is the same size as the setting and try printing again. If this message appears even when the paper loaded is the same size as the setting, set the printer driver not to detect the width of the paper. See "**Error Regarding the Width of Paper**" on page 83.
	The paper is not loaded correctly in the Front Tray (Printer **ALARM** lamp flashes orange twelve times.)	Select **Stop** in the display on your camera to stop printing. When printing on 14" x 17" / 355.6 x 431.8 mm paper, load the paper correctly in the Front Tray according to the procedure described in "**Loading Paper in the Front Tray**" on page 9 and try printing again.
Paper jam	A paper is jammed in the printer	Select **Stop** in the display on your camera to stop printing. Remove the jammed paper, load new paper, and press the **RESUME/CANCEL** button on the printer and try printing again.
Printer cover open	The Top Cover is open	Close the Top Cover on the printer.
No printhead	The Print Head is defective or not installed	For details on how to resolve the error, refer to "Five flashes" in "**Handling Error Messages**" on page 77.
Waste tank full / Ink absorber full	The ink absorber is nearly full	For details on how to resolve the error, refer to "Eight flashes" in "**Handling Error Messages**" on page 77.
No ink	The ink tank is not installed properly or empty	Check the number of how many the **ALARM** lamp flashes and take the appropriate action to resolve the error. See "**Handling Error Messages**" on page 77.

Camera Error Message	Possible Cause	Try This
Ink Error	Printer detected ink out condition	If you want to continue printing, replace the ink tank and close the Top Cover. Select **Stop** in the display on your camera to stop printing if you do not have a new ink tank. Be sure to replace the empty ink tank before resuming printing. You can continue printing under the ink out condition, but this may cause the printing trouble such as the mixing of inks, or a printer malfunction. If you want to continue printing, you need to release the function for detecting the remaining ink level. To release this function, press and hold the **RESUME/CANCEL** button for at least 5 seconds, and then release it. * Releasing the function for detecting the remaining ink level is memorised. Please be advised that Canon shall not be liable for any malfunction or trouble which may be caused by continuation of printing or refilling of ink. See "**Replacing Ink Tanks**" on page 42. **Note** If multiple ink lamps are flashing, check how fast they flash. Fast flashing (at about one second interval) indicates the ink is empty. Slow flashing (at about three second interval) indicates ink is low. For details on different flashing speeds, see "**Getting the Ink Level Information**" on page 36.
Hardware Error	Ink tank errors have occurred	Replace the ink tank.
Printer error	An error requiring servicing might have occurred (Printer **POWER** lamp flashes blue and **ALARM** lamp flashes orange alternately)	Disconnect the cable between the printer and the camera, turn off the printer, and unplug the power cord of the printer from the power supply. After a while, plug the power cord of the printer back in, turn on the printer, and then reconnect the camera to the printer. If the same error occurs, contact the Customer Care Center.

Note

- This section describes errors that are indicated on Canon-brand PictBridge-compatible cameras. The error messages and operations may vary depending on the camera you are using.
  For errors on non-Canon PictBridge-compatible cameras, check the status of **ALARM** lamp and take the appropriate action to clear the error. For details, see "**Handling Error Messages**" on page 77.
- For the errors indicated on the camera and their solution, also refer to the user's manual of the camera. For other troubles on the digital camera, contact the manufacturer.

Appendix

Specifications

General Specifications

Printing resolution (dpi):	4800 (horizontal) x 2400 (vertical)
Print width:	Auto Sheet Feeder: 322.2 mm max. (12.7 inches) (for Borderless Printing: 329 mm / 12.9 inches) Front Tray: 348.8 mm max. (13.7 inches) (for Borderless Printing: 356 mm / 14 inches)
Acoustic noise level:	Approx. 36.0 dB (A) (when printing in the highest print quality mode on Photo Paper Plus Semi-gloss)
Operating environment:	Temperature: 5 to 35°C (41 to 95°F) Humidity: 10 to 90%RH (no condensation)
Storage environment:	Temperature: 0 to 40°C (32 to 104°F) Humidity: 5 to 95% RH (no condensation)
Power supply:	AC 110-240 V, 50/60 Hz
Power consumption:	Printing: Approx. 20 W Standby: Approx. 1.8 W OFF: Approx. 1 W
External dimensions:	660 (W) x 354 (D) x 191 (H) mm 26.0 (W) x 13.9 (D) x 7.6 (H) inches * With the Paper Support, Front Tray, and Rear Support retracted.
Weight:	Approx. 15.4 kg (33.9 lb.) * With the Print Head and ink tanks installed.
Print Head:	7680 nozzles

Camera Direct Print (PictBridge)

Paper size	**Default (Photo Paper Plus Glossy 4" x 6"), 4" x 6" (Photo Paper Plus Glossy, Photo Paper Plus Semi-gloss), 5" x 7" (Photo Paper Plus Glossy)*, 8" x 10" (Photo Paper Plus Semi-gloss), 8.5" x 11" (Photo Paper Plus Glossy, Photo Paper Plus Semi-gloss, Fine Art Paper "Photo Rag"*, Plain Paper), 13" x 19" (Photo Paper Plus Glossy, Photo Paper Plus Semi-gloss, Fine Art Paper "Photo Rag")*** * If using a Canon PictBridge-compatible camera, you can select it.
Paper type	**Default (Photo Paper Plus Glossy), Photo (Photo Paper Plus Glossy), Semi-gloss* (Photo Paper Plus Semi-gloss), Fine Art* (Fine Art Paper "Photo Rag"), Plain Paper (Letter)** * If using a Canon PictBridge-compatible camera, you can select it.
Layout	**Default (Borderless), Borderless, Bordered, 35-up*** * Photos are printed in 35 mm Film Style layout (contact printing layout). This option can be selected for Canon PictBridge-compliant devices only. (Note that this option cannot be used for some models.) For a Canon PictBridge-compliant device, selecting the item displayed with the [i] icon prints the shooting information (Exif data) in list format, or in the margins of specified photos. (Note that these options cannot be used for some models.)
Image optimize	**Default (ExifPrint), On, Off, "VIVID"*, "NR" (Noise Reduction)*, "VIVID+NR"*, "Face"*, "Red eye"*, "Natural"*, "Natural M"*, "B/W"*, "Cool tone"*, "Warm tone"*** * If using a Canon PictBridge-compatible camera, you can select it.
Date/File No. print	**Default (Off: No printing), Date, File No., Both, Off**
Trimming	**Default (Off: No trimming), On (follow camera's setting), Off**

Minimum System Requirements*1

Windows *2

Operating System	Processor	RAM	Hard Disk Space*4
Windows Vista™ Windows XP SP1, SP2 Windows 2000 Professional SP2, SP3, SP4	Pentium II 300 MHz *3	256 MB	500 MB

Macintosh *5

Operating System	Processor	RAM	Hard Disk Space*4
Mac OS X v.10.4 Mac OS X v.10.2.8 - v.10.3	Intel processor PowerPC G4	256 MB	450 MB

*1 Conform to the operating system's requirement when it is higher than this.
For updated compatibility, visit our website.

*2 Operation can only be guaranteed on a PC with built-in USB or USB 2.0 Hi-Speed port and pre-installed Windows Vista, XP, or 2000.

*3 Including compatible processors.

*4 For bundled software installation.

*5 Macintosh File System : Mac OS Extended (Journaled), Mac OS Extended.

- **CD-ROM drive**
- **Display : SVGA 800 x 600**

Additional System Requirements for On-screen Manuals

Windows

- **Browser: Windows HTML Help Viewer**

***Microsoft® Internet Explorer 5.0 or later must be installed.
The on-screen manual may not be displayed properly depending on your operating system or Internet Explorer version. We recommend that you keep your system up to date with Windows Update.**

Macintosh

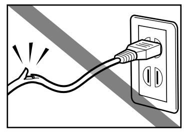
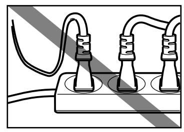
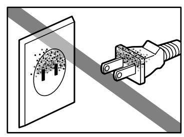
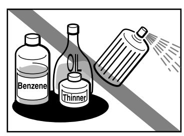
- **Browser: Help Viewer**

***The on-screen manual may not be displayed properly depending on your operating system or Help Viewer version. We recommend that you keep your system up to date with Software Update.**

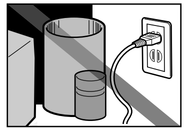
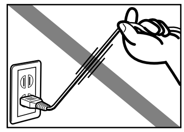
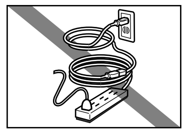
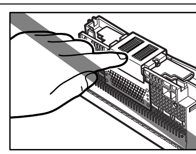
⚠ Safety Precautions

Please read the safety warnings and cautions provided in this manual to ensure that you use your printer safely. Do not attempt to use printer in any way not described in this manual.

⚠ Warning You may cause an electric shock, fire or damage the printer if you ignore any of these safety precautions.

Choosing a location	**Do not place the printer close to flammable solvents such as alcohol or thinners.**
Power supply	**Never attempt to plug in or unplug the printer from the power supply when your hands are wet.**
	Always push the plug all the way into the power outlet.
	Never damage, modify, stretch or excessively bend or twist the power cord. Do not place heavy objects on the power cord. 
	Never plug the printer into a power socket that is shared with other equipment (extension lead/cord, 2- or 3-way adapter, etc.). 
	Never use the printer if the power cord is bundled or knotted.
	If you detect smoke, unusual smells or strange noises around the printer, immediately unplug the printer at the power supply and call for service.
	Periodically, unplug the printer and use a dry cloth to wipe off any dust or dirt collected on the plug and the power outlet. If the printer is placed at a location exposed to a lot of dust, smoke, or high humidity, the dust collected on the plug absorbs moisture and may cause insulation failure and fire. 
	Use the power cable included with the printer.
Cleaning the printer	**Use a damp cloth to clean the printer. Never use flammable solvents such as alcohol, benzene or thinners.** If flammable solvents come in contact with electrical components inside the printer, it could cause a fire or electric shock. 
	Always unplug the printer from the power outlet before cleaning the printer. If you accidentally switch the printer on while cleaning it, you could injure yourself or damage the printer.
Maintaining the printer	**Do not attempt to disassemble or modify the printer. There are no user serviceable parts inside the printer.** The printer contains high-voltage components. Never attempt any maintenance procedure not described in this guide.
Working around the printer	**Do not use highly flammable sprays near the printer.** This could cause a fire or electric shock if the spray comes into contact with electrical components inside the printer.

⚠ Caution You may cause injury or damage the printer if you ignore any of these safety precautions.

Choosing a location	**Do not install the printer in a location that is unstable or subject to excessive vibration.**
	Do not install the printer in locations that are very humid or dusty, in direct sunlight, outdoors, or close to a heating source. To avoid the risk of fire or electric shocks, install the printer in a location with an ambient temperature range of 5°C to 35°C (41°F to 95°F) and humidity of 10% to 90% (condensation free).
	Do not place the printer on a thick rug or carpet.
	Do not place the printer with its back attached to the wall.
Power supply	**Ensure that the area around the power outlet is kept clear at all times so you can easily unplug the power cord if necessary.** 
	Never remove the plug by pulling on the cord. 
	Do not use an extension lead/ cord. 
Working around the printer	**Never put your hands or fingers in the printer while it is printing.**
	Do not place any object on the printer.
	Do not place metal objects (paper clips, staples, etc.) or containers of flammable solvents (alcohol, thinners, etc.) on top of the printer.
	If any foreign object (metal or liquid) fall into the printer, unplug the power cord and call for service.
	Do not transport or store the printer on a slant, vertically or upside-down, as the ink may leak and damage the printer.
Print heads and ink tanks	**For safety reasons store Print Heads and ink tanks out of the reach of small children.** If a child ingests any ink, consult a doctor immediately.
	Do not shake Print Heads or ink tanks. Ink may spill out and stain clothing or the surrounding area.
	Never touch the electrical contacts on a Print Head after printing. The metal parts may be very hot and could cause burns. 
	Do not throw ink tanks into fire.

Regulatory Information

FCC Notice (U.S.A. Only)

For 120V, 60Hz model

Model Number: K10272

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Use of a shielded cable is required to comply with Class B limits in Subpart B of Part 15 of the FCC Rules.

Do not make any changes or modifications to the equipment unless otherwise specified in the manual. If such changes or modifications should be made, you could be required to stop operation of the equipment.

Canon U.S.A., Inc.
One Canon Plaza
Lake Success, NY 11042
1-516-328-5600

Canon U.S.A., INC. LIMITED WARRANTY --- (USA Only)

The limited warranty set forth below is given by Canon U.S.A., Inc. (“Canon USA”) with respect to the new or refurbished Canon- brand product (“Product”) packaged with this limited warranty, when purchased and used in the United States only.

The Product is warranted against defects in materials and workmanship under normal use and service (a) for a period of one (1) year from the date of original purchase when delivered to you in new condition in its original container or (b) for 90 days from the date of original purchase for refurbished Products. Product returned to a Canon USA repair facility or a Canon USA Authorized Service Facility (“ASF”), and proven to be defective upon inspection will be (a) repaired utilizing new, remanufactured, repaired and/or recycled parts (b) exchanged for new or; (c) exchanged for a refurbished Product, as determined by the Canon USA repair facility or the ASF. Warranty repair or replacement shall not extend the original warranty period of the Product. A dated proof of purchase is required at the time of warranty service. A copy of your dated bill of sale will satisfy this requirement. This warranty does not cover any accessories, or any consumables, such as paper or ink cartridges, as to which there shall be no warranty or replacement.

This limited warranty shall only apply if the Product is used in conjunction with compatible computers, peripheral equipment and software. Canon USA shall have no responsibility for such items except for compatible Canon brand peripheral equipment covered by a separate warranty (“Separate Warranty”). Repairs of such Canon brand peripheral equipment shall be governed by the terms of the Separate Warranty. Non-Canon brand equipment and software that may be distributed with the Product are sold “as is” and without warranty of any kind by Canon USA, including any implied warranty regarding merchantability or fitness for a particular purpose, and all such warranties are disclaimed. The sole warranty, if any, with respect to such non-Canon brand items is given by the manufacturer or producer thereof.

This limited warranty covers all defects encountered in normal use of the Product and does not apply in the following cases:

(a) Loss of or damage to the Product due to abuse, neglect, mishandling, improper packaging by you, alteration, accident, electrical current fluctuations, improper use, failure to follow operating or maintenance instructions in, or environmental conditions prescribed in, Canon USA’s user’s manual or other documentation, or services performed by someone other than a Canon USA repair facility or ASF. Without limiting the foregoing, dropping the Product, scratches, and abrasions will be presumed to have resulted from misuse, abuse or failure to operate the Product as set forth in the user’s manual or other documentation for the Product.

(b) Use of parts, media, software or supplies (other than those sold by Canon USA), including non-Canon ink cartridges or refilled ink cartridges, that cause damage to the Product or cause abnormally frequent service calls or service problems.

(c) If the Product has had its serial number or dating defaced, altered or removed.

ANY SYSTEM SOFTWARE (WHETHER FACTORY LOADED ON THE PRODUCT OR CONTAINED ON THE SOFTWARE DISKETTES OR CD-ROMS ENCLOSED WITH, OR ACCOMPANYING, THE PRODUCT), AND ANY UTILITY SOFTWARE, DISTRIBUTED WITH OR FOR THE PRODUCT, IS SOLD "AS IS" AND WITHOUT WARRANTY BY CANON USA. THE SOLE WARRANTY WITH RESPECT TO SUCH SOFTWARE IS CONTAINED IN THE SOFTWARE MANUFACTURER'S LICENSE AGREEMENT DISTRIBUTED THEREWITH, INCLUDING ANY LIMITATIONS AND DISCLAIMERS THEREON. PLEASE CONTACT CANON USA IMMEDIATELY IF YOU HAVE NOT RECEIVED A COPY OF THE SOFTWARE MANUFACTURER'S LICENSE AGREEMENT.

NO IMPLIED WARRANTY, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, APPLIES TO THE PRODUCT AFTER THE APPLICABLE PERIOD OF THE EXPRESS LIMITED WARRANTY STATED ABOVE, AND NO OTHER EXPRESS WARRANTY OR GUARANTY, EXCEPT AS MENTIONED ABOVE, GIVEN BY ANY PERSON OR ENTITY WITH RESPECT TO THE PRODUCT SHALL BIND CANON USA, OR ITS ASF. (SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.) CANON USA SHALL NOT BE LIABLE FOR LOSS OF REVENUES OR PROFITS, INCONVENIENCE, EXPENSE FOR SUBSTITUTE EQUIPMENT OR SERVICE, STORAGE CHARGES, LOSS OR CORRUPTION OF DATA, OR ANY OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE, OR INABILITY TO USE THE PRODUCT REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, AND EVEN IF CANON USA OR ITS ASF HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST CANON USA OR ITS ASF BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, YOU ASSUME ALL RISK AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO YOU AND YOUR PROPERTY AND TO OTHERS AND THEIR PROPERTY ARISING OUT OF THE POSSESSION, USE, MISUSE, OR INABILITY TO USE THE PRODUCT SOLD BY CANON USA NOT CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON USA, OR ITS ASF. (SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.) THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THE PRODUCT OR THE PERSON FOR WHOM IT WAS PURCHASED AS A GIFT, AND STATES YOUR EXCLUSIVE REMEDY.

Canon USA offers a range of customer technical support* options:

- Interactive troubleshooting, e-mail technical support, the latest driver downloads and answers to frequently asked questions (**www.canontechsupport.com**)
- Toll-free live technical support Monday—Saturday (excluding holidays) at 1-800-828-4040
- Telephone Device for the Deaf (TDD-1-866-251-3752)
- Repair or Exchange Service Options:
  In the event service is required for the Product during the limited warranty period, Canon USA offers two hardware support options:

Authorized Service Facility Carry-In / Mail-In Service

Canon USA's Carry-In/Mail-In Service provides repair or exchange, at Canon USA's option, through Canon USA's Authorized Service Facility (ASF) network. The name and telephone number of the ASF(s) near you may be obtained from Canon USA's Web site at **www.canontechsupport.com** or by calling the Canon USA Customer Care Center at 1-800-828-4040, or any time while speaking to a technical support person. A Product covered by this limited warranty will be repaired or exchanged, as determined by Canon USA, and returned without charge by the ASF.

InstantExchange Service **

A Canon Customer Care Center or ASF technician will attempt to diagnose the nature of the problem and, if possible, correct it over the telephone. If the problem cannot be corrected over the telephone, and you elect the InstantExchange option, a reference number will be issued to you. You will be asked for the Product serial number and other information pertaining to your Product and for a ship-to location for the replacement Product (must include street address).

The Canon USA repair facility will ship out the replacement Product prepaid by Canon USA. After receipt of the replacement Product (with instructions and a prepaid waybill), follow the enclosed instructions on how to ship your product to the Canon USA repair facility. Your Product must be returned in the shipping carton in which the replacement Product was packed and include the reference number, A COPY OF YOUR DATED PROOF OF PURCHASE (BILL OF SALE), and a complete explanation of the problem. DO NOT INCLUDE ANY OTHER ITEMS WITH THE YOUR PRODUCT IN THE RETURN SHIPPING CARTON, AND BE SURE TO RETAIN YOUR PRINTHEAD, INK CARTRIDGE(S) AND TANK(S).

InstantExchange Service exchanges your Product with a replacement Product, which will normally be shipped the same day if your request for this service is by 3 p.m. E.T. Monday through Friday, except holidays. Canon USA does not guarantee same day shipment in the event of the occurrence of factors beyond its reasonable control. The replacement Product you receive may be a refurbished or reconditioned unit and will be covered for the balance of the period remaining on your original limited warranty. NOTE THAT BY USING THIS SERVICE YOU WILL KEEP THE REPLACEMENT PRODUCT THAT IS SENT TO YOU. CANON USA WILL RETAIN THE PRODUCT THAT YOU ORIGINALLY PURCHASED, WHICH SHALL BECOME THE PROPERTY OF CANON USA. InstantExchange warranty program service is available only during the express limited-warranty period for your Product and only in the continental United States, Alaska and Hawaii during such period.

This limited warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

* Support program specifics are subject to change without notice.

** InstantExchange warranty service is subject to the availability of refurbished or new replacement units.

Canon U.S.A., Inc.
One Canon Plaza
Lake Success, NY 11042
USA

Index

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W

This product uses the following copyrighted software:

exit.c

environ.c

impure.c
string.h
_ansi.h

Ordering Information

For additional supplies, use the following descriptions and order numbers.

Description	Order #
Ink Tanks	
PGI-9 Matte Black	1033B002
PGI-9 Photo Black	1034B002
PGI-9 Cyan	1035B002
PGI-9 Magenta	1036B002
PGI-9 Yellow	1037B002
PGI-9 Photo Cyan	1038B002
PGI-9 Photo Magenta	1039B002
PGI-9 Red	1040B002
PGI-9 Green	1041B002
PGI-9 Gray	1042B002
Canon Specialty Papers	
Fine Art Photo Rag (8.5" x 11" / 20 sheets)	0587B005
Fine Art Photo Rag (13" x 19" / 20 sheets)	0587B008
Fine Art Premium Matte (8.5" x 11" / 20 sheets)	1263B004
Fine Art Premium Matte (13" x 19" / 20 sheets)	1263B007
Fine Art Museum Etching (8.5" x 11" / 20 sheets)	1262B004
Fine Art Museum Etching (13" x 19" / 20 sheets)	1262B007
Matte Photo Paper (4" x 6" / 120 sheets)	7981A014
Matte Photo Paper (8.5" x 11" / 50 sheets)	7981A004
Matte Photo Paper (13" x 19" / 20 sheets)	7981A011
Photo Paper Plus Glossy (4" x 6" / 20 sheets)	7980A007
Photo Paper Plus Glossy (4" x 6" / 50 sheets)	7980A012
Photo Paper Plus Glossy (4" x 6" / 120 sheets)	7980A022
Photo Paper Plus Glossy (5" x 7" / 20 sheets)	7980A019
Photo Paper Plus Glossy (8.5" x 11" / 20 sheets)	7980A006
Photo Paper Plus Glossy (13" x 19" / 20 sheets)	7980A014
Photo Paper Plus Glossy II (4" x 6" / 50 sheets)	2311B022
Photo Paper Plus Glossy II (4" x 6" / 100 Sheets)	2311B023
Photo Paper Plus Glossy II (5" x 7" / 20 sheets)	2311B024
Photo Paper Plus Glossy II (8" x 10" / 20 sheets)	2311B025
Photo Paper Plus Glossy II (8.5 x 11" / 20 sheets)	2311B001
Photo Paper Plus Semi-gloss (4" x 6" / 50 sheets)	1686B014
Photo Paper Plus Semi-gloss (8.5" x 11" / 20 sheets)	1686B020
Photo Paper Plus Semi-gloss (8" x 10" / 20 sheets)	1686B017
Photo Paper Plus Semi-gloss (13" x 19" / 20 sheets)	1686B031
Photo Stickers (16 stickers / sheet, 5 sheets / pack)	0001C001

Call **1-800-OK-CANON** to locate a dealer near you, or visit the Canon eStore at **www.estore.usa.canon.com**.

The following ink tanks are compatible with this printer.
For details on ink tank replacement, refer to “Replacing an Ink Tank” in this guide.

9	9	9	9	9	9	9	9	9	9
PM	PBK	MBK	PC	GY	M	Y	C	G	R
PGI-9PM	PGI-9PBK	PGI-9MBK	PGI-9PC	PGI-9GY	PGI-9M	PGI-9Y	PGI-9C	PGI-9G	PGI-9R

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